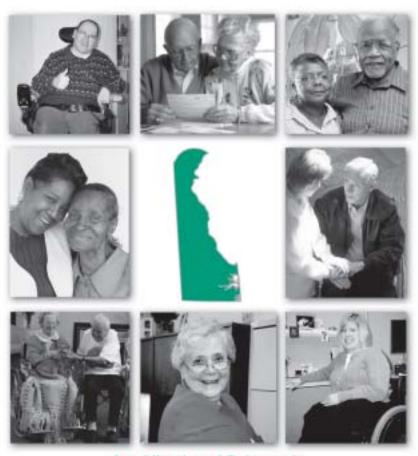
2010 - 2011 Guide to Services for Older Delawareans and Persons with Disabilities



A publication of Delaware's Aging and Disability Resource Center



www.dhss.delaware.gov/dsaapd

HOME HEALTHCARE WITH A GENTLE TOUCH SINCE 1968



SPECIALTIES

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- Medical Social Services
- · Respite Cure
- Homemaker/Personal Care
- · Housekeeping
- · Information and Referral
- · Adult Foster Care
- Medical Transportation

GENERATIONS HOME CARE, INC. provides a full range of home healthcare services for the elderly and disabled. Our healthcare is very special because of the gentle way it is provided. It's the kind of care you would want for yourself or for a loved one.

OUR NON-PROFIT STATUS lets us offer these services at lower cost than most other sources, and we are fully certified by Medicare, Medicaid and The State of Delaware.

FOR LONG OR SHORT TERM healthcare, call the people who really care...

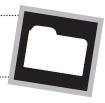
Generations Home Care, Inc.

Georgetown 856-7774 Dover 734-7005 Wilmington 658-6731

www.ghcde.org



Table of Contents



Accessibility	12
Adult Day Care	17
Adult Protective Services	20
Advocacy	21
Alcohol/Substance Abuse Services	29
Alzheimer's Disease	32
Assisted Living Facilities	33
Caregiving Resources	39
Case Management/Assessment of Needs	45
Companion Programs	49
Consumer Information	52
Counseling/Mental Health	57
Crime Prevention and Victims Assistance	60
Education	64
Emergency Preparedness	68
Employment	73
Financial Assistance/Consumer Counseling	78
Food Programs	85
Government Programs	91
Home Health Care/Personal Assistance/Homemaker/Hospice	99
Housing	118
Information and Assistance	140

Table of Contents continued



Interpreters for the Deaf	149
Joining Generations	151
Legal Services	160
Long Term Care Ombudsman Program	163
Medical/Health Care	169
Medicare and Medicaid/Health Insurance Counseling	187
Mental Health/Counseling	192
Nursing Homes/Continuing Care Retirement Communities	194
Organizations	208
Pre-Admission Screening Program	215
Recreational/Social Activities	216
Resources	220
Respite Care	231
Senior Centers	233
Social Security and Supplemental Security Income (SSI)	238
Support Groups	239
Technology/Assistive Devices	241
Transportation	244
Volunteerism	249
Web Sites	256
Guide to Obtaining Assistive Technology Devices and Services	259
Index	275
Index of Advertisers	296

DELAWARE HEALTH AND SOCIAL SERVICES DIVISION OF SERVICES FOR AGING AND ADULTS WITH PHYSICAL DISABILITIES

CONTACT INFORMATION

Phone: 1-800-223-9074

E-mail: DSAAPDinfo@state.de.us

Web: www.dhss.delaware.gov/dsaapd

TDD: (302) 391-3505 or (302) 422-1415

OFFICE LOCATIONS

New Castle (Administrative Office)

Herman M. Holloway, Sr. Campus Main Administration Building, First Floor Annex 1901 N. DuPont Highway New Castle, DE 19720 (302) 255-9390

Newark

University Plaza 256 Chapman Road Oxford Building, Suite 200 Newark, DE 19702 (302) 391-3500

Milford

Milford State Service Center 18 N. Walnut St., First Floor Milford, DE 19963 (302) 424-7310 Today and everyday
our professional members
and their staff are caring for
your loved ones with dignity
compassion and excellence....



Delaware Health Care Facilities Association

"Advocates for quality care for Delaware's elder and disabled community since 1963"





726 Loveville Road • Suite 3000 Hockessin, Delaware 19707-1536 (302) 235-6895

Yrene E. Waldron, NHA, Executive Director Please visit our website www.dhcfa.org for more information. Together we can make a difference



State of Delaware Office of the Governor

Dear Fellow Delawarean,

I am very pleased to introduce the 2010-2011 Guide to Services for Older Delawareans and Persons with Disabilities.

This guide combines two of the State's most useful publications: the *Guide to Services for Older Delawareans* and the *Guide to Services for Persons with Disabilities in Delaware*. Now, for the first time, Delaware has a comprehensive guide which includes information about the many services available here for older persons and persons with disabilities.

Whether you need help for yourself, a loved one, a neighbor, or a client, the *Guide to Services for Older Delawareans and Persons with Disabilities* puts information at your fingertips.

In Delaware, we are committed to making state government responsive to the needs of our citizens. That is why I am especially pleased to announce that in fall 2010, Delawareans will have a new resource to make access to information and supports for older persons and persons with disabilities even easier: a statewide Aging and Disability Resource Center (ADRC).

The Delaware ADRC, funded by the federal Administration on Aging, will be operated by the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD), in coordination with partner organizations. It will provide a central point to get information and help in finding the services that you need. The ADRC will feature a web site with a searchable database and a call center where trained staff will be available to respond to requests for information and assistance.

I am sure that you will find the new *Guide to Services for Older Delawareans* and *Persons with Disabilities* and the upcoming Delaware ADRC to be valuable resources. We are very grateful to our many partners in the public and private sectors for helping to make them available to you.

Sincerely,

Jack Markell Governor

Jack Markell

Get Back to What Really Matters...



From short-term rehabilitation programs to Alzheimer's care units to longer term stays, Cadia Rehabilitation focuses on providing clients with the highest quality of service and care in the healthcare and rehabilitation fields. Choose Cadia Rehabilitation, because when it comes to your loved one's care, only the best will do.

Broadmeadow Rehabilitation

Serving Middletown, Newark, Bear, Smyrna & Glasgow Phone: 302 449 3400

Capital Rehabilitation

Serving Dover, Camden, Smyma & Kent County Delaware Phone: 302.734.1199

Harbor Healthcare

Serving Lewes, Rehoboth, Milford, Milton & Dewey Phone: 302.645.4664

Pike Creek Rehabilitation

Serving the Pike Creek Valley, Newark, and Hockessin Phone: 302.455.0808

Parkview Nursing Center

Serving Greenville, Centreville, Wilmington, & Elsmere Phone: 302,655,7568

Renaissance Rehabilitation

Serving Long Neck, Millsboro & Sussex County Delaware Phone: 302.947.4200



www.cadiarehab.com



Dear Delaware Resident,

We think that you will find this new, comprehensive *Guide to Services for Older Delawareans and Persons with Disabilities* to be a very helpful tool for locating information about programs and supports in our State.

As you look through the guide you will see that we are fortunate to have in Delaware so many individuals and organizations committed to improving the quality of life of older persons and persons with disabilities.

The Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) is pleased to have the opportunity to work in partnership with many of these service providers. The small size of our state allows us to coordinate efforts to provide a network of services to meet the needs of the people of Delaware.

For more information about DSAAPD and about a wide range of topics related to aging and disabilities, we invite you to visit our web site at www. dhss.delaware.gov/dsaapd. All of DSAAPD's publications, including this guide, can be downloaded from the site.

We hope that you find the new *Guide to Services for Older Delawareans* and *Persons with Disabilities* to be useful. If you have suggestions for future editions, please let us know using the contact form at the back of the guide. Thank you very much!

Sincerely,

Division of Services for Aging and Adults with Physical Disabilities Staff

At your service . . .

A summary of the services provided by the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) and funded by the Division through the Older Americans Act, the Social Services Block Grant, the Medicaid Waivers for Elderly and Disabled, Acquired Brain Injury and Assisted Living and appropriations by the State of Delaware.

Adult Day Services—provide activities and assistance for people with physical and/or mental challenges.

Adult Foster Care—a housing option for people who need some supervision and can no longer remain in their own homes.

Adult Life Skills—helps persons with disabilities who want to learn the skills to live more independently.

Adult Protective Services—responds to cases of suspected abuse, neglect or exploitation of impaired adults.

Alzheimer's Day Programs—day programs for persons with Alzheimer's, including medical, recreational and personal care services.

Alzheimer's Respite—offers brief periods of relief to caregivers and gives them some time away from their caregiving responsibilities.

Assisted Living—a residential option including personal services and light medical or nursing care.

Assistive Devices—equipment that allows people to function more independently, ie. shower or bath chair, ramp, stair glide, etc.

Attendant Services—provide personal care and support services so people can live in the community in their own home or with their family.

Case Management—helps older persons, persons with disabilities and caregivers get connected to the services they need.

Congregate Meals-provided daily in group settings such as senior centers.

Delaware Senior Medicare Patrol Program—provides information to Medicare beneficiaries on how to detect possible fraud and abuse.

Money Management—to promote and prolong independent living for persons who are at risk of losing their independence due to inability to manage their financial affairs.

Emergency Response System–a device that allows a person to get immediate help in the event of an emergency.

Home Delivered Meals—delivers nutritionally balanced hot meals during the day to homebound persons and cold, bagged meals for breakfast or dinner.

Home Modifications—changes to a home to allow a person to move around more freely- wheelchair ramp, grab bars, wider doorways, etc.

Housekeeping—an in-home service providing light cleaning to allow persons with disabilities and older persons who cannot do these tasks to remain in their homes.

Information and Assistance–contact DSAAPD for information about the many services, programs, activities, events and other community resources related to aging and disabilities in Delaware.

Joining Generations—a support/education group program for grandparents and relatives raising others' children.

Legal Services—provides help with matters such as power of attorney, living wills, consumer, housing and medical issues.

Long Term Care Ombudsman Program—investigates and resolves complaints made by or on behalf of residents of long term care facilities.

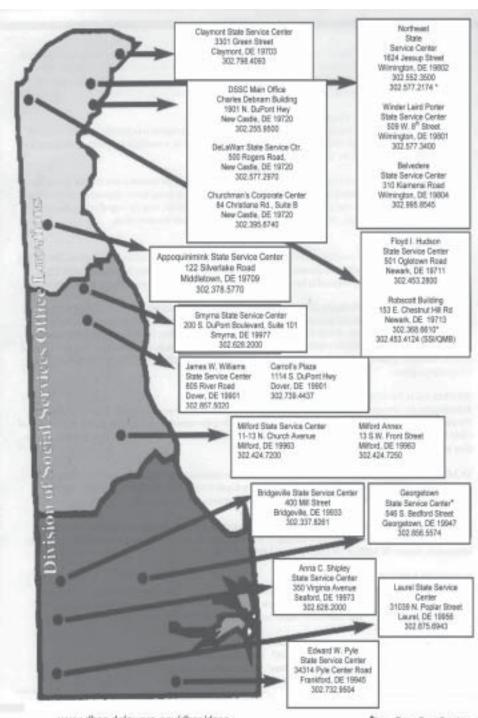
Medicaid Waiver Services—an alternative to nursing home care by providing needed services in the community setting.

Medical Transportation—provides transportation to health care appointments for persons age 60 and over who live in New Castle County but outside of the City of Wilmington.

Personal Care—assistance with personal hygiene, meal preparation, shopping, light housekeeping, etc.

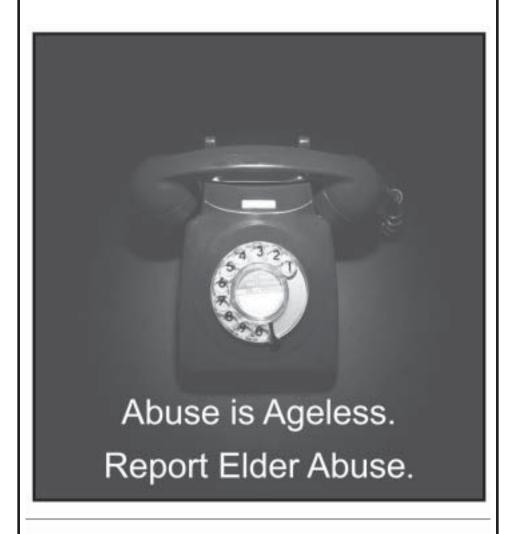
Respite Care-relief for primary caregivers.

Senior Community Service Employment Program–provides part time employment for eligible seniors.



www.dhss.delaware.gov/dhss/dssc

*Long Term Care Services



1-800-223-9074



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Services for Aging and Adults with Physical Disabilities

Accessibility



These agencies can answer questions about the Americans with Disabilities Act (ADA) requirements for accessible facilities and available devices/approaches to make houses and facilities accessible. Several of these agencies also sell or loan assistive devices, such as ramps, communication devices and mobility aids. For additional durable medical equipment providers, go to www.medicare.gov for a list of Medicare-approved providers.

Accessible Vans and Mobility

(800) 784-8267

Adaptive Environments

(610) 326-3247 • www.adaptiveenvironments.com

American Home Patient

(302) 678-0504

American Mobility

101 J and M Drive, New Castle, DE 19720 (302) 276-1801 • 877-893-9369



Architectural Accessibility Board

Department of Administrative Services Division of Facilities Management 159 Transportation Circle, Dover, DE 19901 (302)739-5644

Avenue Medical and Construction

1277 S. Governor's Ave. Dover, DE 19904 (302) 674-0907 • (800) 541-8119

Brian Mooney Construction

129 Longo Drive Avondale, PA 19311 (302) 893-0304

Chesapeake Rehab

810 Interchange Blvd. Newark, DE 19702 (302) 266-6234

Delaware Assistive Technology Initiative (DATI)

Central Site

University of Delaware and duPont Hospital for Children Center for Applied Science and Engineering 1600 Rockland Road, Room 200 P.O. Box 269, Wilmington, DE 19899 www.dati.org

Voice: (800) 870-DATI (in-state only)

Voice: (302) 651-6790 TTY: (302) 651-6794

Delaware/Maryland AgraAbility

22317 DuPont Highway Georgetown, DE 19947 (877) 204-3276

Accessibility continued



Delaware Division for the Visually Impaired

1901 N. DuPont Highway, Biggs Building New Castle, DE 19720 (302) 255-9800 (302) 424-7240

Call for a copy of their resource guide of mobility aids for persons with visual limitations.

Delaware/Maryland Paralyzed Veterans

111 E. Scotland Dr. Newark, DE 19713 (302) 365-5670 (877) 280-4581

Easter Seals Delaware and Maryland's Eastern Shore Home Accessibility Assessments

61 Corporate Circle New Castle, DE 19720 (302) 324-4444

First Choice Home Medical Equipment

259 Quigley Blvd. New Castle, DE 19720 (302) 323-8700/888-455-8463

Focus Mobility-portable ramps and other mobility products

(302) 286-1399 www.focusmobility.com

Hearing Loss Association of Delaware

2400 W. 4th Street Wilmington, DE 19805 (302) 292-3066

Independence Prosthetics and Orthotics

31 Meadowwood Drive Newark, DE 19711 (302) 369-9476

Lawall Orthotics and Prosthetics

1822 Augustine Cut Off Wilmington, DE 19803 (302) 427-3668/(302) 677-0693

Point Construction

15 Crawford Street Middletown, DE 19709 (302) 670-0465

Real Life Prosthetics and Orthotics

300 Biddle Ave. Newark, DE 19702 (302) 392-1947

Silverhill Construction

P.O. Box 639 Odessa, DE 19730 (302) 378-1429

Statewide Coalition for the Americans with Disabilities Act (SCADA)

United Cerebral Palsy of Delaware

700-A River Road Wilmington, DE 19809 (302) 764-2400 (302) 335-5626 (800)949-4232 (Regional ADA Office)

Steele's Home Health Care

(302) 674-4211

Accessibility continued



Total Access and Mobility

124 Turner Lane West Chester, PA 19380 (877) 333-LIFT • www.totalaccessco.com

Universal Design (accessible) Builders in Delaware:

Bay to Beach Builders (302) 349-5099

Disabatino Construction (302)227-1812

Green Diamond Builders (302) 378-9030/284-1177

TAPA Homes (800) 918-8272

Tull Ramey Ltd. (302) 629-3448

We can help you via e-mail! dsaapdinfo@state.de.us

"My mom's in Delaware and I'm not. Can you help me find services for her such as home health care, assisted living and an elder law attorney?"

Our helpful staff welcomes your e-mail questions and we will answer them in a timely manner.



Adult Day Care



Adult Day Care, a program for functionally-impaired persons, provides supervised therapeutic, recreational, and social activities for individuals who do not require 24-hour institutional care, but cannot live independently due to physical or mental impairment. Provided here is a list of adult day care facilities licensed in the state of Delaware.

Most adult day care programs provide the following services:

- Transportation
- Food service
- Nursing care (monitoring conditions, administering medications)
- Medical care (emergency treatment)
- Recreational activities

- Therapy (physical, speech, occupational, reality orientation)
- Social work services (counseling, linkage with other services)
- Support groups



Adult Day Care Services for Seniors

Funded by the Division of Services for Aging & Adults with Physical Disabilities, the Division of Developmental Disabilities Services, the Medicaid Waiver Program, and Private Pay Options.





321 East 11th Street Wilmington Hours: 7:45 a.m. to 4:45 p.m. Call today for an appointment 302-658-8860

Adult Day Care continued



WILMINGTON

Christiana Care Adult Day Program

700 Lea Blvd. Wilmington, DE 19802 (302) 765-4175

Gilpin Hall Adult Day Program

1101 Gilpin Avenue Wilmington, DE 19806 (302) 654-4486

Senior Reflections Elwyn Delaware

321 E. 11th Street Wilmington, DE 19801 (302) 658-8860

NEW CASTLE COUNTY

Active Day of Newark

200 White Chapel Drive Newark, DE 19713 (302) 533-3543

Easter Seals Delaware and Maryland's Eastern Shore

61 Corporate Circle New Castle, DE 19720 (302) 324-4444

Eden Rock

2210 Swiss Lane Wilmington, DE 19810 (302) 475-9400

Evergreen Center I Alzheimer Day Treatment Christiana Care Visiting Nurses Assn.

Building F 3000 Newport Gap Pike Wilmington, DE 19808 (302) 995-8448

Weston Adult Day Care

1 Bassett Ave. New Castle, DE 19720 (302) 328-6425

KENT COUNTY

Daybreak Mature Adult Care Center

1121 Forrest Ave. Dover, DE 19804 (302) 734-1200, ext. 155

New Horizons Adult Day Care

Delaware Hospital for the Chronically III (DHSS) 100 Sunnyside Road Smyrna, DE 19977 (302) 223-1033

SUSSEX COUNTY

Easter Seals Delaware and Maryland's Eastern Shore

22317 DuPont Highway Georgetown, DE 19947 (302) 253-1100

Evergreen Center II
Alzheimer Day Treatment
Christiana Care
Visiting Nurse Association

611 S. DuPont Hwy. Milford, DE 19963 (302) 422-1575

Gull House Adult Day Services Beebe Medical Center

38149 Terrace Road Rehoboth, DE 19971 (302) 226-2160

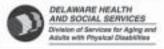
Laurel Senior Center Adult Day Care Program

113 N. Central Avenue P.O. Box 64 Laurel, DE 19956 (302) 875-2536

Take comfort—Evergreen offers Alzheimer's day treatment you can trust.



302-995-8448 – Wilmington 302-422-1575 – Milford www.christianacare.org



Take comfort in The Evergreen Center. Since 1987, our skilled professionals have provided specialized day treatment for people with Alzheimer's disease—and some much-needed respite for their loved ones. We offer an environment that stresses independence, socialization, dignity and respect.

- 1:4 staff/client ratio.
- Sliding-scale fee structure.
- Support groups open to public.



HIVNA10

Adult Protective Services

Delaware Health and Social Services (DHSS), Adult Protective Services Program receives and investigates reports of abuse, neglect or exploitation of physically and/or mentally impaired adults, age 18 and over.

In such cases, a social worker will contact the individual, assess his/her needs, and work with the client to resolve the situation. Referrals can be made anonymously and confidentiality is strictly observed. For more information, call:

DHSS Division of Services for Aging and Adults with Physical Disabilities

New Castle County (302) 391-3500 Kent/Sussex County (302) 424-7310 Statewide Toll Free (800) 223-9074

E-mail dsaapdinfo@state.de.us

Questions about Advance Directives?

We've got Answers

Many people have questions about Advance Directives (also known as Living Wills). Visit our web site for information about Advance Directives and how they work. While you're there, you can also download a copy of Delaware's Advance Directive Form.

www.dhss.delaware.gov/dsaapd



Advocacy



These agencies can assist with advocating for the rights of older persons and persons with disabilities, explaining public policy and proposed legislation, or teaching persons with disabilities selfadvocacy skills.

AARP

1100 N. Market Street Wilmington, DE 19801 (866) 227-7441 www.aarp.org/de

ADAPT

24 South Old Baltimore Pike Newark, DE 19702 (302) 453-8537

JAARP

Livable communities are good for everyone, not just grownups.

It's time to make affordable housing and mobility options realities for everyone.

With more than 71 million people over the age of 65 by the year 2030, livable communities are needed now more than ever. This emerging population wants to remain independent and mobile. So AARP is asking policymakers and city planners to transform their communities into places everyone can call home.

For more information on our Livable Community Program, go to aarp.org/communityexchange. To request a copy of Beyond 50.05 A Report to the Nation on Livable Communities: Creating Environments for Successful Aging, call 1-866-227-7441.

Advocacy continued



Addictions Coalition of Delaware

100 W. 10th Street, Suite 112 Wilmington, DE 19801 (302) 984-2322

AIDS Delaware

100 W. 10th Street, Suite 315 Wilmington, DE 19801 (302) 652-6776 (302) 226-5350

Alzheimer's Association, Delaware Valley Chapter

240 N. James Street Wilmington, DE 19804 (302) 633-4420 (800) 272-3900

American Cancer Society

92 Reads Way New Castle, DE 19720 (302) 324-4227

American Diabetes Association

100 W. 10th Street, Suite 1002 Wilmington, DE 19801 (302) 656-0030 (888) DIABETES

American Lung Association

1021 Gilpin Avenue Wilmington, DE 19806 (302) 655-7258 (800) 586-4872

Arthritis Foundation

1019 S. Governor's Ave.
Dover, DE 19904
(302) 730-9000
(888) 730-9008
(800) 283-7800 (national hotline)

Association for the Rights of Citizens with Mental Retardation (ARC/DE)

2 S. Augustine Street, Ste. B Wilmington, DE 19804 www.thearcofdelaware.org (302) 996-9400/856-6019

Autism Delaware

924 Old Harmony Road Newark, DE 19713 (302) 224-6020 www.delautism.org

Asperger's Network of Delaware

(302) 455-9515 Toofers2@aol.com

Best Buddies Delaware

1035 N. Lincoln Street Wilmington, DE 19805 (302) 691-3187

Brain Injury Association of Delaware

840 Walker Road Dover, DE 19904 (302) 346-2083 (800) 411-0505 www.biausa.org

Center for Disability Studies

(including the Family Education and Support Center on Disabilities)

> University of Delaware 461 Wyoming Road Newark, DE 19716 (302) 831-6974 www.udel.edu/cds

Children and Adults with Attention Deficit Disorders (CHADD)

15 Cottonwood Drive Newark, DE 19702 (302) 737-5063

Clearinghouse on Abuse and Neglect of the Elderly (CANE)

University of Delaware Graham Hall Newark, DE 19716 (302) 831-3525 www.cane.udel.edu

To report possible abuse or neglect in Delaware, call Adult Protective Services at (800) 223-9074.

Client Assistance Program

(offers assistance to Division of Vocational Rehabilitation clients) 254 E. Camden Wyoming Ave. Camden, DE 19934 (302) 698-9336

(800) 640-9336

Community Legal Aid Society of Delaware

100 W. 10th Street Wilmington, DE 19801 (302) 575-0660

Council on Deaf Equality (CODE)

O'Neill Building 410 Federal Street Dover, DE 19901 (302) 739-3621

DART First State

119 Lower Beech Street Wilmington, DE 19805 (800) 335-8080 (800) 553-3278

Delaware Association for the Blind

800 West Street Wilmington, DE 19801 (302) 655-2111 (888) 777-3925

E-mail your questions to us. Our helpful staff will answer your aging and disabilities questions in a timely manner.

dsaapdinfo@state.de.us

Advocacy continued



Delaware Association for Non-Profit Agencies (DANA)

100 W. 10th Street Wilmington, DE 19801 (302) 777-5500 www.delawarenonprofit.org

Delaware Association of Rehabilitation Facilities (DELARF)

100 W. 10th Street Wilmington, DE 19801 (302) 622-9177 www.delarf.org

Delaware Breast Cancer Coalition

100 W. 10th Street Wilmington, DE 19801 (302) 778-1102

Delaware Coalition Against Domestic Violence

(302) 658-2958 (800) 701-0456

Delaware Council on Gambling Problems

100 W. 10th Street, Suite 303 Wilmington, DE 19801 (302) 655-3261 (888) 850-8888

Delaware Department of Labor Division of Vocational Rehabilitation Office for the Deaf and Hard of Hearing

P.O. Box 9969 Wilmington, DE 19809 (302) 761-8275 V/TTY

Delaware Division for Developmental Disabilities Services (DDDS)

Director's Office 2540 Wrangle Hill Road Bear, Delaware 19701 (302) 836-2100

Delaware Division of Medicaid and Medical Assistance (DMMA)

1901 N. DuPont Highway New Castle, DE 19720 (302) 255-9500 (800) 372-2022

Delaware Division for the Visually Impaired (DVI)

1901 N. duPont Highway New Castle, DE 19720 (302) 255-9800 (302) 424-7240

Delaware Division of Substance Abuse and Mental Health (DSAMH)

1901 N. DuPont Highway New Castle, DE 19720 (302) 255-9399

Delaware Homes and Services for the Aging

Westminister Village 1175 McKee Road Dover, DE 19904 (302) 744-3508

Delaware Lifespan Respite Care Network

(302) 479-1690 (888) 610-5572

Delaware Maryland Paralyzed Veterans

111. E. Scotland Drive Bear, DE 19701 (302) 365-5670

Delaware People First ARC of Delaware

2 S. Augustine Street Wilmington, DE 19804 (302) 996-9400

Delaware Program for Deaf-Blind Children Delaware School for the Deaf

620 E. Chestnut Hill Road Newark, DE 19713 (302) 454-2301

Developmental Disabilities Council

(Partners in Policymaking advocacy training)

O'Neill Building 410 Federal Street, Suite 2 Dover, DE 19901 (302) 739-3333 www.ddc.delaware.gov

Down Syndrome Association of Delaware

2 S. Augustine Street Wilmington, DE 19804 (302) 995-1004

Developmental Disabilities Council



The mission of the Developmental Disabilities Council is to promote and embrace inclusion, equality and empowerment.

To that end the Council will:

- Hold agencies accountable
- Facilitate access to culturally competent services
- Educate the public and policy makers
- Fund projects that promote system change

If you are interested in more information about the DDC or would like to become a member, please contact our office at 302-739-3333 or visit our website at ddc.delaware.gov

Advocacy continued



Easter Seals Delaware and Maryland's Eastern Shore

61 Corporate Commons Blvd. New Castle, DE 19720 (302) 324-4444

100 Enterprise Place, Suite 1 Dover, DE 19904 (302) 678-3353

Georgetown Professional Park, Suite 100 22317 DuPont Highway Georgetown, DE 19947 (302) 856-7364

113 Pencader Drive Newark, DE 19702 (302) 709-0865

Educational Surrogate Parent Program

900 King Street, Wilmington, DE 19801 (302) 255-1740

Epilepsy Foundation of Delaware

240 N. James Street Wilmington, DE 19804 (302) 999-9313 (800) 422-3653

Freedom Center for Independent Living

400 N. Broad Street Middletown, DE 19709 (302) 376-4399 (866) OUR-FCIL www.fcilde.org

Read it on line!

Our web site is at your service 24 hours a day. Check it out. You'll find a lot of helpful consumer information there.

www.dhss.delaware.gov/dsaapd



Governor's Advisory Council for Exceptional Citizens (GACEC)

516 W. Loockerman St. Dover, DE 19904 (302) 739-4553

Hearing Loss Association of Delaware

2400 W. 4th Street Wilmington, DE 19805 (302) 292-3066 www.hlade.org

Homeless Planning Council

100 W. 10th Street Wilmington, DE 19801 (302) 654-0126 www.hpcdelaware.org

Independent Resources Inc. Center for Independent Living

6 Denny Road, Suite 205 Wilmington, DE 19809 (302) 765-0191 (302) 735-4599 (302) 735-9500

Latin American Community Center

403 N. Van Buren Street Wilmington, DE 19805 (302) 655-7338 www.thelatincenter.org

Leukemia and Lymphoma Society of America

100 W. 10th Street Wilmington, DE 19801 (302) 661-7300 (800) 220-1617

Lupus Foundation of America, Delaware Chapter

100 W. 10th Street, Suite 1015 Wilmington, DE 19801 (302) 622-8700

Mental Health Association of Delaware

100 W. 10th Street, Suite 600, Wilmington, DE 19801 (302) 654-6833 (800) 287-6423 www.mhainde.org

Muscular Dystrophy Association

600 Reed Road Broomall, PA 19008 (610) 325-5758 Kent and Sussex Co.: (888) 484-7072

NAMI Delaware

2500 W. 4th Street, Suite 5 Wilmington, DE 19805 (302) 427-0787 and (888) 427-2643

Advocacy continued



National Kidney Foundation of the Delaware Valley

111 S. Independence Mall East Philadelphia, PA 19106 (302) 654-4551 (410) 494-8545 (800) 697-7007

National Multiple Sclerosis Society, Delaware Chapter

2 Mill Road, Suite 106 Wilmington, DE 19806 (302) 655-5610

Parent Information Center of Delaware (PIC/DE)

5570 Kirkwood Highway Wilmington, DE 19808 (302) 999-7394 (888) 547-4412 www.picofdel.org

State Council for Persons with Disabilities (SCPD)

O'Neill Building 410 Federal Street, Suite 1, Dover, DE 19901 (302) 739-3621 www.scpd.delaware.gov

United Cerebral Palsy of Delaware

700-A River Road, Wilmington, DE 19809 (302) 764-2400 (302) 335-5626

E-mail your questions to us dsaapdinfo@ state.de.us

Our helpful staff will answer your aging and disabilities questions in a timely manner.



Alcohol/Substance Abuse Services



These agencies provide assistance to persons with substance abuse concerns. There may be a fee for these services. Contact your health insurance provider for the services and agencies covered under your health plan. Go to www.findtreatment.samhsa.gov to their "Drug Abuse and Alcoholism Treatment Facility Locator" for an extensive list of agencies and facilities that help persons with substance abuse issues.

Addictions Coalition of Delaware

100 W. 10th Street Wilmington, DE 19801 (302) 984-2322

Aquila (for adolescents)

2110 Duncan Road, Wilmington, DE 19808 (302) 999-1106

6 N. Railroad Avenue Georgetown, DE 19947 (302) 856-9746

AA Recovery Program

21-B Delaware Avenue
Trolley Square
Wilmington, DE 19806
(302) 655-5113
(302) 736-1567 (answering machine only)
(302) 856-6452 (answering machine only)

Brandywine Counseling Inc.

2713 Lancaster Avenue Wilmington, DE 19805 (302) 656-2348

Catholic Charities

2601 W. 4th Street Wilmington, DE 19805 (302) 655-9624 (302) 674-1600 (302) 856-9578

Connections Community Support Programs

500 W. 10th Street Wilmington, DE 19801 (302) 984-3380 (866) 477-5345

Alcohol/Substance Abuse Services continued



Delaware Association for Children of Alcoholics (DACOA)

2601 W. 4th Street, Suite 228 Wilmington, DE 19805 (302) 656-5554 (877) 302-2262

Delaware Division of Substance Abuse and Mental Health (DSAMH)

1901 N. DuPont Highway New Castle, DE 19720 (302) 255-9399

Hogar Crea

1126 Brandywine Street Wilmington, DE 19802 (302) 682-3300

Kent County Counseling Services

1525 Lebanon Road, Rte. 10 Dover, DE 19901 (302) 735-7790

Kirkwood Detox Center

(302) 691-0140

Latin American Community Center

403 N. Van Buren Street Wilmington, DE 19805 (302) 655-7338

Limen House

(302) 652-7969 (for men) (302) 571-1216 (for women)

Narcotics Anonymous

(800) 317-3222

New Directions Delaware Support Group

(302) 286-1161

Open Door

3301 Green Street Claymont, DE 19703 (302) 798-9555 (302) 731-1504

Pace Inc.

5171 W. Woodmill Drive Wilmington, DE 19808 (302) 999-9812

People's Place

1129 Airport Road Milford, DE 19963 (302) 422-8033

People's Settlement Association

408 E. 8th Street Wilmington, DE 19801 (302) 658-4133

Phoenix Behavioral Health of Dover

567 S. Governor's Ave. Dover, DE 19904 (302) 736-6135

SODAT Counseling and Evaluation Center

625 Orange Street, 2nd floor, Wilmington, DE 19801 (302) 656-4044 (800) 551-6464

Sussex County Counseling Services

20728 N.DuPont Blvd. Georgetown, DE 19947 (302) 854-0172 (302) 877-0444

Thresholds Inc.

20505 DuPont Blvd. Georgetown, DE 19947 (302) 856-1835 (with additional sites in Milford and Lewes, DE)

University of Delaware

Psychological Services Training Center Belmont Hall 203 W. Main Street Newark, DE 19716 (302) 831-2717

YMCA

Resource Center 501 W. 11th Street, Wilmington, DE 19801 (302) 571-6975

Read it on line!

Our web site is at your service 24 hours a day. Check it out. You'll find a lot of helpful consumer information there.

www.dhss.delaware.gov/dsaapd



Alzheimer's Disease



Alzheimer's Disease is a degenerative medical condition that results in memory loss, decline in mental capacity, and reasoning ability. This disease is progressive, meaning that the intellectual impairments created by the disease may begin as an unexplained forgetfulness and end up as a complete disability.

Alzheimer's Association and Related Dementias, Delaware Valley Chapter

Services Include: on-going monthly support groups; respite care assistance programs; statewide community education; caregivers professional conferences; speakers bureau; library; information & referral network.

240 N. James Street, Wilmington, DE 19804

(302) 633-4420

(302) 854-9788

Fax: (302) 633-4494

Helpline: (24 hrs/day) (800) 272-3900

Julie H.C. Bailey Training Center (Alzheimer's related topics training center)

100 S. Main Street Smyrna, DE 19977 (302) 514-6510

Assisted Living Facilities



Assisted living facilities are one of the newer housing options in Delaware. Assisted living provides a combination of housing, personal services, and health care. At the time of this guide's printing, the following assisted living facilities were licensed. Licenses for additional facilities may be pending. The Delaware Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) administers the Assisted Living Waiver for persons of low income who qualify. Call (800) 223-9074 for information about waiver services.



Assisted Living Facilities continued



NEW CASTLE COUNTY

Arden Courts Manor Care

700 Foulk Rd. Wilmington, DE 19803 (302) 762-7800

Cokesbury Village Assisted Living

726 Loveville Rd. Hockessin, DE 19707 (302) 234-4444

Eden Rock

2210 Swiss Lane Wilmington, DE 19810 (302) 475-9400



EDEN ROCK

2210 Swiss Lane Ardentown, De 19810

"A country estate for Assisted living"

- 24 suites
- · activities programs
- · historic vintage 1790's site
- · 4 acres of beautiful grounds
- 3 nutritionally balanced meals daily
- nursing staff on site 24 hours
- · adult day services
- · respite care
- medical transportation

Phone: (302) 475-9400 Fax: (302) 475-9716 www.edenrockcares.com

Forwood Manor Assisted Living

1912 Marsh Road Wilmington, DE 19810 (302) 529-1601

Foulk Manor North

1212 Foulk Rd. Wilmington, DE 19803 (302) 478-4296

Foulk Manor South

407 Foulk Road Wilmington, DE 19803 (302) 655-6249

(The) Gardens at White Chapel

200 E. Village Rd. Newark, DE 19711 (302) 366-8100

Ingleside Assisted Living

1605 N. Broom St. Wilmington, DE 19806 (302) 575-0250 (302) 984-0950

(The) Lorelton

2200 W. Fourth St. Wilmington, DE 19805 (302) 573-3580

Methodist Country House Assisted Living

4830 Kennett Pike Wilmington, DE 19807 (302) 426-8110 (800) 976-7610



High quality, affordable housing for seniors

...at these assisted living and independent retirement facilities:

INGLESIDE ASSISTED LIVING

1605 N. Broom Street (302) 984-0950

INGLESIDE RETIREMENT APARTMENTS

1005 N. Franklin Street (302) 575-0250 X-2212

...and we offer home health care, and senior-focused educational, referral and arts and cultural programs:

DOWNS CULTURAL CENTER

1005 N. Franklin Street (302) 575-0250 X-2244

Free senior-focused programs and entertainment

INGLESIDE SENIOR SERVICES

(302) 575-0283 X-2260 "Gatekeepers" outreach & referral program

INGLESIDE HOME HEALTH CARE

(302) 575-0250 X-2215 Serving Public Housing Facilities

Ingleside Homes is a non-profit organization serving low-moderate income seniors.



Assisted Living Facilities continued



Luther Towers I and II

1201 N. Harrison St. Wilmington, DE 19806 (I)

1420 N. Franklin St. Wilmington, DE 19806 (II) (302) 654-4491

Millcroft Assisted Living

255 Possum Park Road Newark, DE 19711 (302) 366-0160

Rockland Place

1519 Rockland Rd. Wilmington, DE 19803 (302) 246-5187

Serenity Gardens

207 Ruth Drive Middletown, DE 19709 (302) 442-5330

Shipley Manor Assisted Living

2723 Shipley Road Wilmington, DE 19810 (302) 479-0111



Somerford House and Somerford Place

501 S. Harmony Rd. Newark, DE 19713 (302) 283-0540 (302) 266-9255

Sunrise Assisted Living of Wilmington

2215 Shipley Road Wilmington, DE 19810 (302) 475-9163

Windsor Place

6677 Lancaster Pike Hockessin, DE 19707 (302) 239-3200

KENT COUNTY

Green Meadows at Dover

150 Saulsbury Rd. Dover, DE 19904 (302) 674-4407

Heritage at Dover Assisted Living

1203 Walker Road Dover, DE 19904 (302) 735-8800

State Street Assisted Living

21 N. State Street Dover, DE 19901 (302) 674-2144

Westminster Village

1167 McKee Road Dover, DE 19904 (302) 744-3558

SUSSEX COUNTY

Atlantic Shores

231 S. Washington St. Millsboro, DE 19966 (302) 934-7300

Brandywine Assisted Living at Seaside Pointe

100 Seaside Boulevard Rehoboth Beach, DE 19971 (302) 226-8750

Brandywine Assisted Living at Fenwick Island

21111 Arrington Drive Selbyville, DE 19975 (302) 436-0808

"The Community That Treats You Like Family"

- 5 levels of quality care Comfortably sized & affordable apartments
- · In-house physical & occupational therapy
- Licensed nurses 24/7
- Short-term respite stays
- · Scheduled transportation
- · Secured memory-assisted unit



21 North State Street, Dover, DE 19901

(302) 674-2144

www.statestreetal.com

Assisted Living Facilities continued



Cadbury at Lewes

17028 Cadbury Circle Lewes, DE 19958 (302) 645-6400

Delaware Veterans Home

100 Delaware Vets Blvd. Milford, DE 19963 (302) 424-6000

Heritage at Milford

500 S. DuPont Boulevard Milford, DE 19963 (302) 422-8700

Methodist Manor House

1001 Middleford Rd. Seaford, DE 19973 (302) 629-4593

Peach Tree Acres

26900 Lewes Georgetown Hwy. Harbeson, DE 19951 (302) 684-4002

Seaford Center

1100 Norman Eskridge Highway Seaford, DE 19973 (302) 629-3575

Stockley Center

26351 Patriots Way Georgetown, DE 19947 (302) 934-8031



Caregiving Resources



CARE Delaware (Caregiver Assistance-Respite-Education)

CARE Delaware is a statewide program of services for caregivers caring for frail older persons 60 years of age and older relative caregivers such as grandparents caring for children, 18 years of age or younger. CARE Delaware's goal is to support and assist the caregiver so that they can continue in their caregiving role. The information, assistance and resources available will help the caregiver to take the best possible care of their loved one and at the same time take care of their own health and well-being. Services include daily and short-term respite care, individual needs assessments and care planning and helpful information for caregivers. Highlights of some services

CARE Delaware

Caregiver Assistance-Respite-Education Are you caring for a loved one?

Support and Assistance can be provided to make your role as "Caregiver" easier.

CARE Delaware's services include short-term respite care, individual needs assessments, care planning and support services for caregivers. There are staffed Caregiver Resource Centers located in each county.

For more information, please call our toll-free number, 1-800-223-9074, or visit www.dhss.delaware.gov/dsaapd/care.html.



CARE Delaware is funded by the Older Americans Act through the National Family Caregiver Support Program and is administered by the U. S. Administration on Aging.

Caregiving Resources continued



are provided here. For more information, call (800) 223-9074, e-mail to dsaapdinfo@state.de.us or visit www.dhss.delaware.gov/dsaapd.

CARE Delaware's social workers are trained professionals who can assist family caregivers who are struggling to care for a family member. They can assess the needs of the caregiver, assist caregivers in the development of a plan of care and provide information on services. The social workers not only help caregivers get connected with the services they need but also provide ongoing coordination and support. This service is available statewide.

New Castle County: (302) 391-3500 Kent/Sussex County: (302) 424-7310

Caregiver Resource Centers are located throughout Delaware in both senior centers and libraries. CARE Delaware supports 29 centers. Four of the centers are staffed on a part-time basis. The remaining 25 centers operate as libraries for videos, books, pamphlets and other materials on caregiving. Materials can be reviewed at the centers or checked out for home use. The staffed Caregiver Resource Centers, which are located in every county, are the community's access point for information on a variety of caregiving issues. The coordinators at each center understand the challenges that caregivers face. They can provide the information, assistance and support that can be the most helpful to a caregiver's individual situation. They will help caregivers navigate the array of services available, find solutions to individualized concerns and make appropriate choices. Many staffed centers also offer support groups.

NEW CASTLE COUNTY

Appoquinimink Public Library

651 N. Broad Street Middletown, DE 19709 (302) 378-5588

Bear Public Library

101 Governor's Place Bear, DE 19701 (302) 838-3300

Corbit-Calloway Memorial Library

2nd & High Street Odessa, DE 19730 (302) 378-8838

Hockessin Public Library

1023 Valley Rd. Hockessin, DE 19707 (302) 239-0706

Howard Weston Senior Center

1 Bassett Ave. Manor Park New Castle, DE 19720 (302) 328-6094

Kirkwood Highway Library

6000 Kirkwood Hwy. Wilmington, DE 19808 (302) 995-7662

Mid-County Senior Center

First Regiment Road Wilmington, DE 19808 (302) 995-6555

Newark Senior Center (staffed Resource Center)

Joyce Shores, Coordinator 200 White Chapel Drive Newark, DE 19713 (302) 737-2336 ext. 21 shoresjoyce@hotmail.com

St. Anthony's Senior Center

1703 W. 10th St. (1st. Floor) Wilmington, DE 19805 (302) 421-3735

Wilmington Senior Center (staffed Resource Center)

Joyce Shores, Coordinator 1901 N. Market Street Wilmington, DE 19802 (302) 651-3401 shoresjoyce@hotmail.com

Women's Resource Center

800 N. Walnut Street Wilmington, DE 19801 (302) 654-3103

Caregiving Resources continued



KENT COUNTY

Modern Maturity Center (staffed Resource Center)

Cindy Clark, Coordinator 1121 Forrest Avenue Dover, DE 19904 (302) 734-1200 ext. 186 mmc_caregiver@hotmail.com

SUSSEX COUNTY

Senior Companion Program First State Community Action Agency

Stanford L. Bratton Building 308 North Railroad Ave. Georgetown, DE 19947 (800) 372-2240

Bridgeville Senior Center

Fran Smith, Coordinator 414 Market Street Bridgeville, DE 19933 (302) 337-8771 srcenter@dmv.com

Delmar Public Library

101 N. Bi-State Blvd. Delmar, DE 19940 (302) 846-9894

Georgetown CHEER Community Center (staffed Resource Center)

Cindy Mitchell, Coordinator 20520 Sandhill Rd. Georgetown, DE 19947 (302) 854-2886 cmitchell@scss.org

Greenwood Public Library

Mill Street Greenwood, DE 19950 (302) 349-5309

Harbour Lights CHEER Center (staffed Resource Center)

34211 Woods Edge Drive Lewes, DE 19958 (302) 645-9239 or (302) 854-2886

Laurel Senior Center

P.O. Box 64 13 N. Central Ave. Laurel, DE 19956 (302) 875-2536

Our web site is at your disposal 24 hours a day. You'll find a lot of useful consumer information there. www.dhss.delaware.gov/dsaapd

Pelican Cove Long Neck CHEER Center (staffed Resource Center)

Cindy Mitchell, coordinator The Shoppes at Long Neck 26089 Long Neck Road Millsboro, DE 19966 (302) 945-3551 or (302) 854-2886 cmitchell@scss.org

Milford Senior Center

111 Park Avenue Milford, DE 19963 (302) 422-3385

Millsboro Public Library

217 W. State Street Millsboro, DE 19966 (302) 934-8743

Milton Public Library

121 Union Street Milton, DE 19968 (302) 684-8856

Nanticoke Senior Center

23431 Sussex Highway Seaford, DE 19973 (302) 629-4939

Coastal Leisure Center Ocean View CHEER Center (staffed Resource Center)

Cindy Mitchell, Coordinator Cedar Neck Road Ocean View, DE 19970 (302) 539-2671 or (302) 854-2886 cmitchell@scss.org

Rehoboth Beach Public Library

226 Rehoboth Ave. Rehoboth, DE 19971 (302) 227-8044

Seaford District Library

402 N. Porter Street Seaford, DE 19973 (302) 629-2524

South Coastal Library

43 Kent Ave. Bethany Beach, DE 19930 (302) 539-5231

E-mail your questions to us.
Our helpful staff will answer
your aging and disabilities
questions in a timely manner.
dsaapdinfo@state.de.us

Caregiving Resources continued



Christiana Care's Evergreen Center I offers caregivers some time off from caring through a Saturday Adult Day Care program. The new program accommodates frail elderly, 60 years of age or older, who are: 1) cognitively or mentally impaired; or 2) are unable to perform two activities of daily living (dressing, toileting, bathing, eating) without the assistance of another person.

This program is provided two Saturdays per month from 8:00 a.m. to 4:30 p.m. Activities include music, arts & crafts, exercise programs, word games and outdoor time. Clients receive a light breakfast, noon meal, and afternoon snack. Transportation to and from the Evergreen Center I is available through DART Paratransit. The Evergreen Program Director can assist caregivers with applications to DART, if other modes of transportation are unavailable.

For more information, contact: Evergreen Center I Building F, 3000 Newport Gap Pike Wilmington, DE 19808 (302) 995-8448

The Spanish language edition of this services guide is available on our web site, www.dhss.delaware.gov/dsaapd.

Print copies in Spanish are available at our offices. Call 1-800-223-9074



Case Management/ Assessment of Needs



DHSS Division of Services for Aging and Adults with Physical Disabilities, Community Services Program provides social workers who can visit older persons and adults with physical disabilities in their homes and help to develop a plan in order to assist the person to remain in the community. The social worker completes an assessment and coordinates services and assistance from family, friends and others in order to meet the client's needs. The social worker then helps the person to obtain the services and monitors the arrangements for any changes which may be needed. The client and his/her family are the primary decision-makers in this process. Our Adult Protective Services unit will also conduct investigations into possible neglect, abuse or exploitation of persons with disabilities and older adults.

For more information, call:

DHSS Division of Services for Aging and Adults with Physical Disabilities

 New Castle County
 (302) 391-3500

 Kent/Sussex County
 (302) 424-7310

 Statewide Toll Free
 (800) 223-9074

E-mail dsaapdinfo@state.de.us

Helping Seniors with Care Decisions for Quality of Life

- In-home comprehensive assessment by licensed nursing and rehabilitation professionals
- Home safety assessment with recommendations for home modifications or medical equipment
- Individualized care plan meeting with the client and family and identification of resources
- Assistance with selection and planning for alternate living arrangements or in-home services
- · Ongoing geriatric care management services based on the needs of the client and family

Decisions 4 Life

(302) 528-3789 or (302) 893-8947

Wilmington, DE 19803 • www.decisions4life.com

Case Management/Assessment of Needs continued



Other organizations in Delaware also provide case management and assessment of needs services. The following are private case management agencies:

Brandywine Senior Transitions

P. O. Box 731 Hockessin, DE 19707 (302) 234-1999

Children and Families First/ Family and

Workplace Connection 2005 Baynard Blvd. Wilmington, DE 19802 (302) 658-5177

Decisions 4 Life

P.O. Box 7603 Wilmington, DE 19803 (302) 528-3789 (302) 893-8947

Financial Records Management for Seniors

411 Delaware Street New Castle, DE 19720 (302) 322-6234

In caring for the elderly or disabled, the worry and confusion can be as difficult as the decisions.

IKOR® could be the last phone call you have to make.



Our RN/certified case managers provide you with the tools to decide what is best, when it is best, and monitor the care once the decision has been made. We are not affiliated with any caregiving organization, so the advice we give is objective. We are your advocates.

Now providing professional guardianship services.



DE: 302-489-3100 PA: 610-444-1454 OLL FREE: 877-IKORUSA EMAIL: ikor@ikorusa.com

Member: American Board of Narse Assessment Coordinators, National Association of Professional Gentifric Care Managers, American Board of Certified Core Managers, American Board of Disability Analysis.

JFS Care Management Services

Serving older and physically disabled adults in New Castle County through community based programs.

www.jfsdelaware.org 302.478.9411

 These programs are partially supported by Delaware's DSAAPD, DMMA and OPEI programs.

JFS is a partner of United Way and a constituent of JFD.

COUNSELING SERVICES AT HOME Are you feeling sad or anxious? It helps to talk to someone... call us! AFFORDABLE HOUSEKEEPING* SERVICES Help with cleaning so you don't have to! GROWTH, EDUCATION, & MENTAL FITNESS OR GEM Learn and play with us! FINDING A WAY HOME PROGRAM* Transition from living in a long term facility to living in your own home! PROMOTING SAFE AND STABLE FAMILIES* Are you a grandparent raising children? CARE MANAGEMENT We can help with referrals, discharge planning, growing older in your own home, and answering your Medicare questions.

Case Management/Assessment of Needs continued



Friends Life Care

531 Plymouth Road, Ste. 500 Plymouth Meeting, PA 19462 (302) 426-1510

IKOR Inc.

P.O. Box 287 Yorklyn, DE 19736 (302) 489-3100 (877) IKOR-USA

Ingleside Senior Services

1010 W. Broom Street Wilmington, DE 19806 (302) 575-0283, ext. 2260

Jewish Family Service

99 Passmore Road Wilmington, DE 19803 (302) 478-9411

Life Solutions, Inc.

P.O. Box 1507 Wilmington, DE 19899 (302) 622-8292

Senior Partner, Inc.

P.O. Box 1908 Wilmington, DE 19899 (302) 425-4001

Division of Senior Social Services/Family Benefit Homecare

3322 Englewood Drive Wilmington, DE 19810 (302) 725-4022 (877) 220-9755

Supportive Care Services

507 West 9th Street Wilmington, DE 19801 (302) 655-5518

E-mail your questions to us dsaapdinfo@ state.de.us

Our helpful staff will answer your aging and disabilities questions in a timely manner.



Companion Programs



Companion programs for seniors are designed to provide companionship to older people who are lonely and may not be in contact with family or friends for a variety of reasons. The companion programs listed below include both face-to-face and telephone visitation programs.

SENIOR COMPANION PROGRAM

The Senior Companion Program is a program that links older volunteers to other older individuals who need assistance with the activities of daily living. For more information, call:

NEW CASTLE, KENT, SUSSEX COUNTIES

Generations Home Care

15 Ashley Place Wilmington, DE 19804 (302) 658-6731, (302) 734-7005, (302) 856-7774

KENT/SUSSEX COUNTIES

First State Community Action Agency

P.O. Box 877, Georgetown, DE 19947 (302) 856-7761

FRIENDLY VISITING PROGRAMS

Friendly Visiting Programs are volunteer programs designed for older adults who live alone, have no relatives nearby and seldom leave the house due to poor health or other circumstances. Volunteers may simply talk, help with a hobby, write letters, read aloud or discuss

Companion Programs continued



available programs and social services with the individual. For more information, call:

SUSSEX COUNTY

CHEER

Sussex County Senior Services, Inc.

546 S. Bedford Street, Georgetown, DE 19947 (302) 856-5187

TELEPHONE REASSURANCE PROGRAM

This program provides telephone calls to individuals over the age of 60 who are homebound and/or live alone. Each day a caller with the program telephones the older adult at a specific time to ask if he/she is safe and well, requires special assistance, or has any problems. The program provides important reassurances and social contact for those who might otherwise be isolated. For more information, call:

NEW CASTLE COUNTY

CONTACT Delaware, Inc. - Reassurance Program

P.O. Box 9525 Wilmington, DE 19809 (302) 761-9800 / (800) 262-9800

Interfaith Volunteer Caregivers Delaware Ecumenical Council

240 N. James St. B-2 Wilmington, DE 19804 (302) 225-1040

KENT COUNTY

Modern Maturity Center Kent County TRIAD

1121 Forrest Avenue Dover, DE 19904 (302) 734-1200, ext. 128 or 129

SUSSEX COUNTY

CHEER

Sussex County Senior Services, Inc.

546 S. Bedford Street Georgetown, DE 19947 (302) 856-5187

SENIOR ROLLCALL LIFELINE

The New Castle County Police "Senior RollCall Lifeline" is a telephone reassurance program that offers daily contact to senior citizens residing in New Castle County. Residents interested in enrollment need to meet one of the following requirements:

- Individuals over the age of fifty-five who live alone and have no daily contact with friends or relatives.
- Individuals over the age of fifty-five who have a disability that inhibits mobility and have no daily contact with friends or family.
- Individuals over the age of fifty-five who have no persons in the immediate area to conduct daily checks on their well-being.
- Married couples over the age of fifty-five who have no daily contact with friends or family.
- Individuals with unique medical needs who have no daily contact with family or friends will be given special consideration.

Senior RollCall Lifeline Office

(302) 395-8159

New Castle County Dept. of Community Services

(302) 395-5600

Consumer Information



BETTER BUSINESS BUREAU OF DELAWARE, Inc.

The Better Business Bureau handles consumer complaints dealing with products and services, including problems with contracts, warranties, the buying and selling of goods and home improvements. It provides actual intervention on behalf of the consumer or can refer the consumer to an appropriate agency. Consumers are encouraged to call the Bureau before hiring a new contractor to confirm that there are no complaints lodged against the company or individual.

The Bureau also has a community education function, educating the public about consumer problems in different service and product areas, and speaking to various groups and organizations. Brochures are available on different types of consumer problems. Single copies are free upon request. For more information, call:

Better Business Bureau of Delaware, Inc.

60 Reads Way New Castle, DE 19720 (302) 230-0108



DEPARTMENT OF JUSTICE – CONSUMER PROTECTION UNIT 577-8600 or (800) 220-5424

The Consumer Protection Unit's purpose is to protect the general public against consumer fraud and deceptive trade practices through enforcement of state statutes, consumer education, and legislative advocacy. These goals are met by educating consumers through community programs and newsletters, as well as providing information about consumer rights and responsibilities to any consumer that calls.

The unit also investigates consumer complaints against businesses and tries to mediate a resolution, when appropriate. If investigation reveals that a law is being violated, the unit will pursue enforcement action. The unit has the legislative mandate to enforce thirteen

Need help with Medicare?...

Visit with a trained Medicare counselor.

No fees, No charges!

Assistance with your statements/questions!

Avoid paying medical bills you do not owe!

For assistance, please call for an appointment!

1-800-223-9074.





www.dhss.delaware.gov/dsaapd

Program funded by the Older Americans Act through the U. S. Administration on Aging

Consumer Information continued



different laws statewide: (1) Landlord/Tenant Code; (2) Mobile Home Lots and Leases Act; (3) Consumer Fraud Act; (4) Deceptive

Trade Practices Act; (5) Home Solicitation Sales Act; (6) Automobile Warranties Act (Lemon Law); (7) Health Spa Regulation Act; (8) Consumer Contract Act; (9) Pyramid Schemes and Multi-Level Sales Act; (1) Real Estate Time Sharing Act; (11) Lease Purchase Act; (12) Farm Equipment Warranties Act, and (13) the Credit Information Privacy Act. In addition, the unit monitors consumer legislation and advocates laws that better protect Delaware's consumers.

Phone intake is Monday-Friday, 8:30 a.m. - 12:30 p.m. Investigators are available between these hours to answer any questions or concerns of consumers. The office is open Monday-Friday, 8:30 a.m. - 5:00 p.m.

WILMINGTON/NEW CASTLE COUNTY

Department of Justice - Consumer Protection Unit

Carvel State Office Building 820 French Street, Wilmington, DE 19801 NEW CASTLE COUNTY (302) 577-8600 STATEWIDE 1-800-220-5424

ELDER LAW PROGRAM

The Elder Law Program, operating statewide through the Community Legal Aid Society, provides assistance with consumer problems. A more detailed description of the program appears in the Legal Services section of this guide. For details call:

WILMINGTON/NEW CASTLE COUNTY

100 W. 10th St., Wilmington, DE 19801 (302) 575-0666

KENT COUNTY

640 Walker Rd., Dover, DE 19904 (302) 674-8500

SUSSEX COUNTY

144 E. Market St., Georgetown, DE 19947 (302) 856-0038

Foreclosure Prevention Materials from the Federal Deposit Insurance Corporation (FDIC)

877-ASK-FDIC or www.FDIC.gov/foreclosureprevention

HOME BUILDERS ASSOCIATION OF DELAWARE

Go to the Home Builders Association of Delaware website at www. hbade.org with questions about a home builder you are considering hiring or with any problems you may be having with a home builder you have hired. The Association can contact the builder to discuss the situation if the home builder is an Association member.

HOME DELIVERED GROCERY SHOPPING

The Delivery Boys

26 Lanford Road, New Castle, DE 19720 (302) 322-7701

Local supermarkets and pharmacies may also offer home delivery of groceries and prescriptions. Cost of delivery will vary.

Consumer Information continued



OFFICE OF INSURANCE COMMISSIONER

The Office of the Insurance Commissioner may be called for questions or problems about insurance, including Medicare. The Office also produces consumer publications on insurance issues. For more information, call:

Insurance Department

841 Silver Lake Boulevard, P.O. Box 7007, Dover, DE 19904

CONSUMER SERVICES (800) 282-8611 FRAUD PREVENTION (800) 632-5154

ELDERinfo

Health Insurance Counseling (800) 336-9500

OFFICE OF THE PUBLIC ADVOCATE

The Office of the Public Advocate handles problems dealing with the major public utilities regulated by the Public Service Commission. In addition to handling billing problems concerning the major utilities etc., the Office makes referrals to appropriate social service and energy assistance agencies to help clients with their utility problems.

Concerning all questions about billing, call the utility first before enlisting the assistance of the Office of the Public Advocate. For more information, call:

Office of the Public Advocate

Carvel State Office Building – 4th Floor 820 French Street, Wilmington, DE 19801 (302) 577-5077, (888) 607-2427

Public Service Commission (800) 282-8574

Counseling/ Mental Health Services



These agencies offer individual mental health counseling. Contact your health insurance provider for the services and agencies covered under your health plan. Also, call the Mental Health Association at (800) 287-6423 for a copy of their "Mental Health Community Resources Directory" or go to www.mhainde.org. Call the Delaware Division of Substance Abuse and Mental Health at (800) 652-2929 or (800) 345-6785 for a list of community mental health clinics.

Catholic Charities

2601 W. 4th Street Wilmington, DE 19805 (302) 655-9621 (302) 856-9578

Christiana Counseling

Woodmill Corporate Center, Ste. 47 and 48 Wilmington, DE 19808 (302) 995-1680

Connections CSP

500 W. 10th Street Wilmington, DE 19801 (302) 984-3380 (866) 477-5345

Delaware Division of Child Mental Health

(302) 633-2571 (302) 633-5128 (Crisis Intervention) (800) 722-7710

Delaware Division of Substance Abuse and Mental Health (DSAMH)

1901 N. DuPont Highway New Castle, DE 19720 (302) 255-9399

Community Mental Health Centers (DSAMH)

(302) 453-4104 (Newark) (302) 778-6900 (Wilmington) (302) 857-5073 (Dover) (302) 856-5490 (Georgetown)

Department of Veterans Affairs

1601 Kirkwood Highway Wilmington, DE 19805 (302) 994-2511 (800) 827-1000 (V.A. Benefits/Claims)

Counseling/Mental Health Services continued



Family Counseling Services

Claymont Community Center 3301 Green Street Claymont, DE 19703 (302) 792-2757

Horizon House Delaware

1902 A Maryland Ave. Wilmington, DE 19805 (302) 655-7108

Jewish Family Service of Delaware

99 Passmore Road Wilmington, DE 19803 (302) 478-9411 (302) 286-1402

Kent County Counseling

1525 Lebanon Road Dover, DE 19901 (302) 735-7790

La Red Health Center

505 W. Market Street Georgetown, DE 19947 (302) 855-1233

Newark Family Counseling Center

P.O. Box 5505, Newark, DE 19711 (302) 368-6895

Open Door (Senior Evaluation and Assistance Program)

3301 Green Street Claymont, DE 19703 (302) 798-9555 (302) 731-1504

People's Place

1129 Airport Road Milford, DE 19963 (302) 422-8026

Phoenix Behavioral Health of Dover

567 S. Governors Avenue Dover, DE 19904 (302) 736-6135

Psychotherapeutic Community Services

630 W. Division Street, Dover, DE 19904 (302) 674-3366

SOAR (Survivors of Abuse in Recovery)

405 Foulk Road Wilmington, DE 19803 (302) 655-3953

Supporting KIDDS (for kids who are grieving a loss)

850 Mt. Lebanon Road Wilmington, DE 19803 (302) 658-5433

Sussex County Counseling

20728 N.DuPont Blvd. Georgetown, DE 19947 (302) 854-0172

Emergency Numbers - Crisis Intervention and Hotlines

Adult Protective Services (800) 223-9074 **AIDS Hotline** (800) 422-0429 **CONTACT Delaware** (302) 761-9100 (800) 262-9800 Crisis Intervention, Suicide Prevention, Mental Health (800) 652-2929 (800) 345-6785 **Delaware Coalition Against Domestic Violence** (800) 701-0456 Delaware Gambling Hotline (888) 850-8888 **Domestic Violence Hotline** (302) 762-6110 Mobile Crisis Unit (800) 345-6785 **Poison Information Hotline** (800) 222-1222 Rape Crisis (302) 761-9100 (800) 262-9800

Crime Prevention and Victims Assistance



DELAWARE COALITION AGAINST DOMESTIC VIOLENCE (800) 701-0456

DOMESTIC VIOLENCE COORDINATING COUNCIL (302) 255-0405

DOMESTIC VIOLENCE HOTLINES

(302) 762-6110, (302) 422-8058, (302) 745-9874 (Spanish)

DELAWARE CRIME STOPPERS

Delaware Crime Stoppers, Inc. is a non-profit corporation that offers a means by which Delawareans may provide, at no personal risk,

Do you know how to protect yourself from Medicare fraud?

Trained volunteers from the Delaware Partners of Senior Medicare Patrol Program will inform your community group how to recognize and report Medicare and Medicaid fraud and abuse. To schedule a presentation, call 1-800-223-9074.





Program funded by the Older Americans Act through the U. S. Administration on Aging.

information on serious unsolved crimes in the community. Crime Stoppers works with the police by providing leads that are verified and investigated. When the investigation results in an arrest and an indictment, the caller may be eligible for a reward up to \$1,000. Anonymity is assured every caller. To provide information, call:

Delaware Crime Stoppers (800) TIP-3333

ELDERLY CRIME VICTIM SERVICE

The service will provide follow-up services as needed to crime victims age 50 and over who are victims of a variety of crimes including robbery, destruction of property, verbal assault, purse snatching, domestic violence or sexual abuse. Services offered include accessing medical help and counseling, accompaniment to court and referrals to other social services.

Delaware Center for Justice Inc. 100 West 10th St., Wilmington, DE 19801 (302) 658-7174

POLICE VICTIMS ASSISTANCE PROGRAM

Anyone who has been the victim of a crime can call the Police Victims Assistance Program. A victim's assistance officer will provide counseling and make referrals to social and private agencies for anyone who has experienced domestic violence or disputes, sexual assault, child abuse or neglect, or, elder abuse or neglect. Victim's assistance officers also work with families who have suffered homicide, suicide, or fatal accidents. The officers provide legal information about complaints and will help victims and their families understand the criminal justice system. For more information or assistance call:

Delaware State Police (800) VICTIM-1

Crime Prevention and Victims Assistance continued



Dover (City) Police (302) 736-7134

Kent/Sussex Counties (302) 422-1562, (302) 856-6613

New Castle County Police (302) 395-8135 Wilmington (City) Police (302) 576-3648

DEPARTMENT OF JUSTICE - VICTIM/WITNESS SERVICES UNIT

The Department of Justice Victim/Witness Services Unit provides information on criminal justice procedures, notification of case status information, support counseling and accompaniment to many victims and witnesses in pending criminal cases. As an advocate for the victim, the program assists in replacing stolen identification cards, property return, employer intercession, completing Victim Loss Statements and filing Violent Crimes Compensation Board claims.

Referrals to community resources may be offered. The Rape Response Unit provides social work services for pending sexual offense cases. For more information or assistance, call:

WILMINGTON/NEW CASTLE COUNTY

Victim/Witness Services Unit (302) 577-8500 Rape Response Unit (302) 761-9100

KENT COUNTY (302) 739-4211

SUSSEX COUNTY (302) 856-5353

STATEWIDE (800) 870-1790

VICTIMS' COMPENSATION ASSISTANCE PROGRAM

This program compensates innocent victims of violent crimes, paying for costs that are not covered by insurance such as Medicare, Medicaid or private insurance. The program compensates for net lost income and expenses incurred due to personal injury, disfigurement disability, or mental suffering. Medical costs are paid directly. There is no compensation for loss of personal property. The program also addresses community education, providing speakers on the compensation program and violent crime.

If you have been the victim of a violent crime (and the crime has been reported to the police), you may file a claim form with the Victims' Compensation Assistance Program. If you are unable to visit the office, an investigator can come to your home or the hospital. For more information, call:

Victims' Compensation Assistance Program

900 N. King Street, Ste. 4

Wilmington, DE 19801 (302) 255-1770 In State only (800) 464-4357

http://www.attorneygeneral.delaware.gov/VCAP/

Read it on line!

Our web site is at your service 24 hours a day. Check it out. You'll find a lot of helpful consumer information there.

www.dhss.delaware.gov/dsaapd



Education



ACADEMY OF LIFELONG LEARNING

The Academy of Lifelong Learning provides an opportunity for continued intellectual stimulation for persons over age 50. Sponsored by the University of Delaware's Division of Continuing Education, the Academy offers an opportunity for seniors to teach, learn and travel with peers. Members teach a wide variety of courses to participants.

A fee is charged for membership. Membership offers participation in the activities of the Academy, including attendance at up to five noncredit classes of your choice, and enjoyment of the many cultural and enrichment programs offered. For more information, call:

The Academy of Lifelong Learning

Arsht Hall, 2700 Pennsylvania Avenue Wilmington Campus, Wilmington, DE 19806

(302) 573-4417

Lewes, DE 19958

(302) 645-4111

ADULT PLUS +

Adult Plus + provides opportunities for lifelong learning, enrichment, and enjoyment. Classes are held at the Georgetown campus of Delaware Technical and Community College. For more information, call:

Delaware Technical and Community College

P.O. Box 610 Georgetown, DE 19947

(302) 856-5618

BOOK BUDDIES (New Castle County residents)

New Castle County Department of Community Services volunteers will deliver books to eligible seniors in New Castle County.

(302) 995-7600 or (302) 395-5660 www.nccdelib.org

DELAWARE MONEY SCHOOL

The Delaware Money School runs a series of free workshops to increase financial literacy. Classes are held around Delaware at local libraries and agencies.

(302) 792-1200 www.delawaremoneyschool.com

GEM (Education and Wellness Classes for persons over 50)

Jewish Family Service

99 Passmore Road Wilmington, DE 19810 (302) 478-9411

LIBRARY SERVICES

The Delaware Division of Libraries offer services free of charge through the mail to people unable to visit their local public library due to disabilities:

Library for the Blind and Physically Handicapped

Talking books and playback equipment are provided on loan through the mail to people who are unable to read standard print due to a temporary or permanent visual, physical or reading disability.

(800) 282-8696



UNIVERSITY OF DELAWARE COOPERATIVE EXTENSION SERVICE

The University of Delaware Cooperative Extension Service offers a variety of informal educational programs on topics such as food preparation, food management, nutrition, interpersonal relationships, housing and clothing adaptation or alteration, and money management. All services are free. For more information, call:

University of Delaware Cooperative Extension Service

New Castle County (302) 831-2667 Kent County (302) 730-4000 Sussex County (302) 856-7303

FREE OR REDUCED TUITION RATES AT DELAWARE COLLEGES AND UNIVERSITIES

The following institutions of higher learning provide free or reduced tuition to older Delawareans. For more specific information, please contact the institution.

DELAWARE STATE UNIVERSITY

Delawareans age 60 and over may attend classes for credit or audit tuition-free on a space available basis. There is a registration fee (part-time and full-time students \$30), and charges for books, supplies, lab and shop fees. Free tuition does not include non-credit and special interest courses. For more information call:

(302) 857-1200

DELAWARE TECHNICAL & COMMUNITY COLLEGE

Delaware residents 60 years of age or older may enroll tuition free in all Delaware Tech catalog courses on or after the first day of classes if spaces are available. Books, supplies, lab, and shop fees will be charged. There are some limitations on tuition-free enrollment. Non-credit courses are not included in this policy; therefore, tuition must be paid.

Stanton/Wilmington-Senior Learning Link (302) 830-5206

Kent County (302) 857-1000

Sussex County (302) 856-5400

UNIVERSITY OF DELAWARE

Older adults, age 60 and over, may attend classes for credit or audit tuition-free, on space available basis, if they are enrolled in an academic undergraduate or graduate degree program at the University of Delaware. There is no registration fee (except for the summer session), but there are charges for books, supplies, lab fees, and other administrative fees. Free tuition does not include non-credit and special interest courses. For more information, call:

University of Delaware (302) 831-2741

WIDENER UNIVERSITY

Tuition-free enrollment for a maximum of six credits per semester of undergraduate study is offered to Delaware Valley residents 65 years of age or older.

Widener University (610) 499-4292

Emergency Preparedness

Delaware is susceptible to many emergency situations, such as natural disasters, technological disasters and terrorism. Some of these situations can occur in an instant and some can occur with a few days notice. This section will provide more information to help individuals prepare for an emergency. If you or someone close to you has a disability you may need to take additional steps to protect yourself and your family in an emergency. There is a wealth of information available, both in Delaware and nationally, to help you prepare your personal plan, practice it and maintain it. For a copy of a "Disaster Readiness Planning Guide", designed for persons with disabilities to complete with assistance, call (302) 255-9390.

Here are some agencies that can be helpful to you as you plan your response to any emergency:

American Red Cross

100 West 10th Street, Suite 501 Wilmington, DE 19801 (302) 656-6620 www.redcross.org 1-800-REDCROSS

Centers for Disease Control and Prevention (CDC)

1600 Clifton Rd
Atlanta, GA 30333
(800) CDC-INFO
TTY: (888) 232-6348
24 Hours/Every Day
cdcinfo@cdc.gov • www.cdc.gov • www.flu.gov

Federal Emergency Management Agency (FEMA)

500 C Street S.W. Washington, D.C. 20472 (202) 646-2500 (800) 621-FEMA www.fema.gov

National Organization on Disability

888 16th Street NW Washington, D.C. 20006 F (202) 293-5960 www.nod.org/emergency

U.S. Department of Homeland Security

www.ready.gov (202) 282-8000 (800) BE READY

Delaware Emergency Preparedness Agencies:

Delaware Division of Public Health (DPH)
Public Health Preparedness Section
100 Sunnyside Road, Prickett Building
Smyrna, DE 19977
(302) 223-1000
http://dhss.delaware.gov/dhss/dph/index.html

E-mail your questions to us dsaapdinfo@ state.de.us

Our helpful staff will answer your aging and disabilities questions in a timely manner.



Emergency Preparedness continued



State of Delaware 911 Emergency Information

This information is confidential. Is for use by 911 centers only.

Print this form out, complete and send to:

State of Delaware 911 Administration - P.O. Box 818, Dover, DE 19903 or fax to: (302) 739-4874. For questions, please call (302) 744-2682 ☐ New Castle COUNTY: ☐ Sussex This is the telephone number from which an emergency call might come: (302) This is: \square Voice \square TTY \square Both (302) This is: Voice TTY City: State: DE Zip: These are the people in this residence who may need assistance: PERSON #1: Male Female Date of Birth: ☐ Deaf/Hard of Hearing ☐ Blind/Visually Impaired ☐ Uses Wheelchair ☐ Uses Crutches/Walker/Braces ☐ Confined to Bed ■ Mental Retardation ☐ Speech Impairment Cardiac Condition ☐ Mental Illness ☐ Chronically Obese Epilepsy Other: PERSON #2: Male Female Date of Birth: ☐ Deaf/Hard of Hearing ☐ Blind/Visually Impaired ☐ Uses Wheelchair ☐ Uses Crutches/Walker/Braces ☐ Confined to Bed ☐ Mental Illness Cardiac Condition ☐ Speech Impairment

Epilepsy Other:_____

Chronically Obese

911 System

To register a person with special needs with the Delaware 911 system, complete and submit the 911 form below or call the 911 Administrator at (302) 744-2682.

If situation is temporary, when will this information no longer be true?
Residence has: Doorbell Flasher Service Dog Oxygen Tank Guard Dog
If a resident is confined to bed or otherwise immobile, this is the room in the home
where the person is generally located (please describe):
If some residents in the home use a language other than English, please list here:
Additional information about this residence, the people in it, alternative communication devices that might be used or potential hazards that emergency responders might
need to know:
Person responsible for filling out this form:
Name:
Agency (if applicable):
Address:
City: State: DE Zip:
Telephone: This is: U Voice U TTY U Both
Signature: Date:
Terry M. Whitham, E911 Administrator P.O. Box 818, 303 Transportation Circle, Dover, DE 19903-0818 Voice: (302) 744-2682 • Fax: (302) 739-4874

Emergency Preparedness continued



SPECIAL NEEDS ALERT PROGRAM (SNAP)

SNAP identifies children with special health care needs before an emergency situation. Register your child with special health care needs with Delaware's 911 system. Call (302) 744-5400 or go to www.dhss.delaware.gov/dph/ems/emscsnap.html.

DELAWARE EMERGENCY MANAGEMENT AGENCY (DEMA)

165 Brick Store Landing Road, Smyrna, DE 19977 (302) 659-DEMA (3362) (877) SAY-DEMA (877) 729-3362 - Delaware only Fax (302) 659-6855

Statewide Emergencies: Dial 911

COUNTY AND CITY AGENCY NUMBERS

New Castle County Office of Emergency Management: (302) 395-2700, Fax (302) 395-2705

City of Wilmington Emergency Management Office:

(302) 576-3914, Fax (302) 571-5491

Kent County Division of Emergency Planning and Operations:

(302) 735-3465, Fax (302) 736-2223

Sussex County Emergency Operations Center:

(302) 855-7801, Fax (302) 855-7800

www.dema.delaware.gov

Employment



Call the Job Accommodation Network (JAN) with questions about accommodations on the job for persons with disabilities.

(800) 526-7234 www.jan.wvu.edu

Go to www.delarf.org or call DELARF at (302) 622-9177 to obtain a list of Delaware agencies that offer employment training and placement services for persons with disabilities and older adults. In addition to that list, the following government agencies assist in job assessment and placement activities:

FOSTER GRANDPARENT PROGRAM

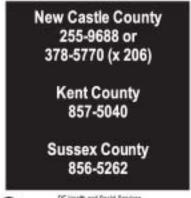
Senior citizens needed to strengthen our communities.

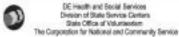
By assisting children in various programs, you can help create strong relationships between the generations.

Age and income eligibility required. Qualified volunteers will earn a semi-monthly, tax free stipend, transportation reimbursement, daily meal, on going support and training and leave time.



Share today, shape tomorrow, change the world!





Employment continued



Delaware Department of Labor/Disability Program Navigator

Call the Disability Program Navigator if you are disabled and interested in working. Contact:

(302) 761-8094 (302) 857-5871 (302) 368-6980 (302) 858-5247

Older and disabled Delawareans are served by a variety of employment and training programs through the Department of Labor. The Department also offers individual counseling, job referral, placement and job seeking skills training. Staff will interview prospective workers to match qualified job seekers with employers.

WILMINGTON

Division of Employment and Training

4425 North Market Street Wilmington, DE 19802 (302) 761-8085

NEW CASTLE COUNTY

Division of Employment and Training

Pencader Corporate Center 225 Corporate Blvd. Suite 211 Newark, DE 19702 (302) 453-4350

KENT COUNTY

Division of Employment and Training

P.O. Box 616 1114 S. DuPont Highway Suite 104 Dover, DE 19903-0616 (302) 739-5473

SUSSEX COUNTY

Division of Employment and Training

P.O. Box 548, Route 113 Georgetown, DE 19947-0548 (302) 856-5230 The Delaware Division of Vocational Rehabilitation (DVR) in the Department of Labor focuses on jobs for persons of all ages with significant disabilities.

4425 N. Market Street P.O. Box 9969, Wilmington, DE 19809 (302) 761-8300 www.delawareworks.com

Appoquinimink State Service Center 122 Silver Lake Road Middletown DE 19709 (302) 378-5779

Pencader Office Park 190 Executive Drive Newark, DE 19702 (302) 368-6980

Carroll's Plaza 1114 DuPont Highway, Suite 105 Dover, DE 19901 (302) 739-5478

Georgetown Professional Park 600 N. DuPont Hwy, Suite 212 Georgetown, DE 19947 (302) 856-5730

Disabled Veterans Outreach

(302) 761-8085 (302) 368-6622 (302) 739-5473 (302) 856-5230

Delaware Commission for Veterans Affairs

802 Silver Lake Blvd. Dover, DE 19904 (302) 739-2792 (800) 344-9900

http://veteransaffairs. delaware.gov/services.shtml Go to "Veterans Benefits".

Delaware Health and Social Services

Division for the Visually Impaired (DVI)

1901 N. DuPont Highway New Castle, DE 19720 (302) 255-9800

11-13 S.W. Front Street Milford, DE 19963 (302) 424-7240



Medicaid for Workers with Disabilities (MWD)

The Medicaid for Workers with Disabilities Program was implemented by the Delaware Division of Medicaid and Medical Assistance on October 1, 2009. This program is intended to assist individuals with disabilities by allowing them to work without losing health benefits. Individuals with countable income below 275% of the Federal Poverty Level (FPL) may be eligible. Cost sharing, in the form of monthly premiums, will be applied to those with incomes exceeding 100% of Federal Poverty Level. For more information and an application, please contact Andrea Hinson at (302) 857-5045 or andrea.hinson@state.de.us.

Senior Community Service Employment Program

Provides subsidized work experience, training, job search assistance and related supportive services.

Eligible Delawareans are 55 and older with family incomes of less than 125% of the poverty level.

For information, call 302-255-9390.



The Senior Community Service Employment Program is funded by the Older Americans Act and is administered by the U. S. Department of Labor.

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The Division of Services for Aging and Adults with Physical Disabilities, Senior Community Service Employment Program provides subsidized, part-time employment opportunities for low-income persons age 55 and above. The program also provides supportive services, training and assistance with seeking employment in the private sector. For more information, call:

WILMINGTON/NEW CASTLE COUNTY

Wilmington Senior Center, Inc.

1901 N. Market Street, Wilmington, DE 19802 (302) 651-3440

KENT COUNTY

Modern Maturity Center, Inc.

1121 Forrest Ave., Dover, DE 19904 (302) 734-1200

SUSSEX COUNTY

First State Community Action Agency

P.O. Box 877, Georgetown, DE 19947 (302) 856-7761

CRAFT SHOPS

Craft shops dedicated exclusively to the sale of items made by older persons are listed below. They accept items on consignment and may be contacted for additional information. Also, contact any senior center about placing items for sale in their gift shops.

KENT COUNTY

Modern Maturity Center

1121 Forrest Avenue, Dover, DE 19904 (302) 734-1200

Financial Assistance/ Consumer Counseling



ADOPT-A-FAMILY

Grandparents who find themselves suddenly raising a grandchild and are in need of household goods such as a crib, car seat, bed, etc., should contact their closest State Service Center.

Ask for an appointment with a State Services Center social worker. For household goods such as those listed above, you will need a referral from the worker.

You can locate the State Service Center closest to you by calling the Delaware Helpline at 211 or (800) 464-4357 or see the map of center locations on page 10.

DELAWARE ASSISTIVE TECHNOLOGY LOAN FUND DELAWARE TELEWORK EQUIPMENT LOAN FUND

For persons seeking a loan to purchase assistive technology such as home modifications, vehicle modifications, communication devices, sensory aids and adapted computer equipment. Also, the Telework Loan Fund can provide a loan for equipment and modifications so a person can work from home or another remote location. Contact the Delaware Assistive Technology Initiative at (302) 651-6790 or email dati@asel.udel.edu or go to the web at www.dati.org/funding/index.html.

DELAWARE CAREPLAN, INC.

If you have a family member with special needs and are concerned about who will care for these needs when you are no longer able, Delaware CarePlan, a non-profit, non-governmental organization established in 1998, can provide lifetime assistance and planning for individuals with disabilities and their families. Family members meet with CarePlan professionals to design the care plan and designate the monies to be deposited in a pooled trust investment for your family member's use.

Delaware CarePlan, Inc.

25 Augustine Street, Wilmington, DE 19804 (302) 633-4000

DELAWARE MONEY MANAGEMENT PROGRAM

The Delaware Money Management Program is cosponsored by the Division of Services for the Aging and Adults with Physical Disabilities and AARP. This program offers money management service to help low-income seniors and adults with physical disabilities that have difficulty budgeting, paying routine bills and keeping track of financial matters. The program's goal is to promote and prolong independent living for individuals who are at risk of losing their independence due to inability to manage their financial affairs. The program uses volunteers to assist individuals who do not have friends or relatives able or willing to help.

(302) 255-9380 or (800) 223-9074 or email to: dsaapdinfo@state.de.us

Financial Assistance/Consumer Counseling continued



DELAWARE MONEY SCHOOL

Offers free classes statewide on a variety of topics related to financial management. Call (800) 642-2227 for a listing of classes or go to www.delawaremoneyschool.com.

FINANCIAL MANAGEMENT SERVICES FOR PERSONAL ASSISTANCE SERVICES

JEVS Supports for Independence empowers and assists individuals in their role as employers by helping them manage and direct their personal care in their own homes and communities. Financial Management Services include processing payroll, completing background checks on personal assistants, recruiting and hiring assistants and filing and depositing employment taxes.

Delaware Money Management Program

A financial services lifeline for low income seniors.

The Delaware Money Management Program is co-sponsored by the Delaware Division of Services for Aging and Adults with Physical Disabilities and the AARP Foundation. The program helps low income seniors and adults with physical disabilities who have difficulty budgeting, paying routine bills and keeping track of financial matters.

Program volunteers assist individuals who do not have family or friends to step in and help.

For more information and volunteer requirements, call 1-800-223-9074.



JEVS SUPPORTS FOR INDEPENDENCE

99 Passmore Road Wilmington, DE 19803 (302) 887-9875 www.sfi.jevs.org

Nationwide Financial Services

Financial Planner Diann Jones specializes in estate planning for families with a child with special needs

(302) 449-5556 or e-mail to diannjones@gmail.com www.diannjones.com

TELEPHONE SERVICE DISCOUNTS

Telephone service discounts for low-income persons - contact LifeLine Assistance and Link-Up America at www.lifelinesupport. org. You are eligible for LifeLine in Delaware if you participate in any of these programs: Food Stamps, LIHEAP (energy assistance), Medicaid, Section 8 Housing Assistance, SSI, TANF, free lunch program. Call (800) 464-HELP or 211 for more information.

Call (800) 977-3768 for Safelink Wireless for lower cost telephone service or go to www.safelinkwireless.com

DEBT COUNSELING

The following are resources for debt counseling. The counseling is free and there are no income guidelines (except for Neighborhood House, Inc.). Persons must call for an appointment. Home visits can be arranged and some offices will negotiate with creditors. For more information, call:

Financial Assistance/Consumer Counseling continued



CCCS

Consumer Credit Counseling Services of Maryland & Delaware, Inc.

(800) 642-CCCS

Catholic Charities

4th & Greenhill Ave., P.O. Box 2610, Wilmington, DE 19805 (302) 655-9624

Cooperative Extension Services

(302) 831-1095 / (302) 730-4000 / (302) 856-7303

Delaware Community Reinvestment Action Council

601 N. Church Street, Wilmington, DE 19801 (302) 654-5024

First State Community Action Agency, Inc.

P.O. Box 877, 308 N. Railroad Ave., Georgetown, DE 19947 (302) 856-7761 / (800) 372-2240

Lutheran Community Services

1304 North Rodney Street, Wilmington, DE 19806 (302) 654-8886

Neighborhood House, Inc.

1218 B Street, Wilmington, DE 19801 (302) 652-3928

Housing Counselor: (302) 652-3978 (Housing problems, mortgage payments, pre-purchase counseling only)

Call (202) 326-4000 for the **Pension Benefit Guaranty Corp.** if an employer has closed down and you are searching for any possible pension benefits due you.

TAX INFORMATION

There are special tax exemptions, credits or deductions for anyone over the age of 65 at the federal, state and local levels. All three counties and many cities and towns offer some form of property tax relief to low income persons aged 65 or older. For more information, call:

FEDERAL:

Internal Revenue Service

Federal Building 9th and King Streets, Wilmington, DE 19801 (800) 829-1040 • Forms: (800) 829-FORM

STATE:

Delaware State Division of Revenue

Hours: 8:00 am to 4:30 pm

WILMINGTON

Carvel State Office Bldg. 9th & French Streets Wilmington, DE 19801 (800) 292-7826 (in DE only) (302) 577-8200 (Public Service Rep.)

DOVER

Thomas Collins Building Route 13, Dover, DE 19901 (302) 744-1085

GEORGETOWN

418 N. DuPont Highway, Georgetown, DE 19947 (302) 856-5358

Financial Assistance/Consumer Counseling continued



NEW CASTLE COUNTY:

New Castle County Assessment Division

Government Center, 87 Reads Way, New Castle, DE 19720 (302) 395-5520

KENT COUNTY:

Kent County Board of Assessment

Robert W. O'Brien Building 414 Federal Street, Dover, DE 19901 (302) 744-2401

SUSSEX COUNTY:

Sussex County Treasury Division

County Court House, Georgetown, DE 19947 (302) 855-7700

LOCAL MUNICIPALITIES:

Check with your local city/town offices for information.

E-mail your questions to us dsaapdinfo@ state.de.us

Our helpful staff will answer your aging and disabilities questions in a timely manner.



Food Programs



CONGREGATE NUTRITION PROGRAM

The Division of Services for Aging and Adults with Physical Disabilities' congregate nutrition program serves thousands of Delawareans over the age of 60, their spouses, and disabled persons who meet eligibility criteria. The program provides a daily, nutritionally-sound and satisfying meal in a group setting or in the home when necessary. Nutrition counseling and nutrition education are also components of the program. Nutritional supplements are also available based on health needs.

The state of Delaware has four major nutrition projects (noted with a *) serving meals in a group setting. Within each project there are multiple sites where the meals are served.

WILMINGTON

*City Fare

1703 W. 10th Street Wilmington, DE 19805 (302) 421-3734

Claymore Senior Center

504 S. Clayton Street Wilmington, DE 19805 (302) 428-3170

1703 West 10th Street Wilmington, DE 19805 (302) 421-3734



Fax: (302) 421-3725 admin@cityfare.org www.cityfare.org

New Castle County's Meals-on-Wheels and More

A nutritious lunch at locations throughout Wilmington
 Home-delivered meals to eligible seniors throughout New Castle County

Healthy and delicious menus planned by a dietitian • Nutrition education, screening, and counseling

City Fare welcomes anyone 60+ regardless of race, creed, national origin, or handicap.

Administered by St. Anthony's Community Center, Inc.

Food Programs continued



Fraim Center for Active Adults

669 S. Union Street Wilmington, DE 19805 (302) 658-8420

Francis X. Norton Senior Center

922 Madison St. Wilmington, DE 19801 (302) 594-9455

Jimmy Jenkins Senior Center

2300 Bowers Streets Wilmington, DE 19802 (302) 764-9022

People's Settlement Association Senior Center

408 E. 8th Street Wilmington, DE 19801 (302) 658-4133

Salvation Army Senior Center

102 W. 5th Street Wilmington, DE 19801 (302) 658-0789, Ext. 25

St. Anthony's Senior Center

1703 W. 10th Street (1st Floor) Wilmington, DE 19805 (302) 421-3735

St. Patrick's Center

107 E. 14th Street Wilmington, DE 19801 (302) 652-6219

South Wilmington Senior Adult Program

Mt. Joy United Methodist Church 451 Townsend Street Wilmington, DE 19801 (302) 655-7751

West Center City Adult Center

501 N. Madison Street Wilmington, DE 19801 (302) 658-5332

Wilmington Senior Center

1901 N. Market Street Wilmington, DE 19802 (302) 651-3400

Wilmington Housing Authority (WHA) Facilities:

(The following locations are available to WHA residents only) Compton Towers, Los Jardines, Maplewood Apartments, Parkview Apartments, Terry Apartments

NEW CASTLE COUNTY

*New Castle County Nutrition Program

New Castle County Department of Community Services 77 Reads Way New Castle, DE 19720 (302) 395-5650

Absalom Jones Senior Center

310 Kiamensi Road Wilmington, DE 19804 (302) 998-0363

Brandywine Senior Center

Claymont Community Center 3301 Green Street Claymont, DE 19703 (302) 798-5562

C & D Senior Center

Liberty Terrace Apts. Community Room Freedom Road Newark, DE 19702 (302) 323-2630

De La Warr Senior Center

19 Lambson Lane New Castle, DE 19720 (302) 429-0581

(Siegel) Jewish Community Center

101 Garden of Eden Rd. Wilmington, DE 19803 (302) 478-5660

Mid-County Senior Center

First Regiment Road Wilmington, DE 19808 (302) 995-6555

M.O.T. Senior Center

300 South Scott St. Middletown, DE 19709 (302) 378-3041

New Castle Senior Center

400 South Street New Castle, DE 19720 (302) 326-4209

Newark Senior Center

200 White Chapel Dr. Newark, DE 19713 (302) 737-2336

Oak Grove Senior Center

11 Poplar Avenue Elsmere, DE 19805 (302) 998-3310

Sellers Senior Center

500 Duncan Road Wilmington, DE 19809 (302) 762-2050

Food Programs continued



Woodlea Elderly Apartments

5500 Fairmont Drive Wilmington, DE 19808 (302) 737-5616

KENT COUNTY

*MANNA Modern Maturity Center

1121 Forrest Ave. Dover, DE 19904 (302) 734-1200

Harrington Senior Center

102 Fleming Street Harrington, DE 19952 (302) 398-4224 (302) 398-4421

Luther Towers

430 Kings Highway Dover, DE 19901 (302) 674-1408, ext. 28

Mamie A. Warren Maturity Center

1775 Wheatleys Pond Road Smyrna, DE 19977 (302) 653-4078

Milford Senior Center

111 Park Ave. Milford, DE 19963 (302) 422-3385

Peach Circle

327 Paul Street Smyrna, DE 19977 (302) 653-5868

SUSSEX COUNTY

*CHEER Activity Center

546 S. Bedford Street Georgetown, DE 19947 (302) 856-5187

Bridgeville Senior Center

414 Market Street Bridgeville, DE 19933 (302) 337-8771

Casa San Francisco

P.O. Box 38 127 Broad Street Milton, DE 19968 (302) 684-8694

Georgetown CHEER Activity Center

546 S. Bedford Street Georgetown, DE 19947 (302) 856-5187

Greenwood CHEER Center

P.O. Box 341 41 Schulze Road Greenwood, DE 19950 (302) 349-5237

Harbor Lights CHEER Activity Center

34211 Woods Edge Drive Lewes, DE 19958 (302) 645-9239

Laurel Senior Center

P.O. Box 64 113 N. Central Avenue Laurel, DE 19956 (302) 875-2536

Long Neck CHEER Activity Center

26089 Shoppes at Long Neck Millsboro, DE 19966 (302) 945-3551

Ocean View CHEER Activity Center

30637 Cedar Neck Rd. Ocean View, DE 19970 (302) 539-2671

Roxana CHEER Activity Center

34314 Pyle Center Road Frankford, DE 19945 (302) 732-3662

Slaughter Neck CHEER Activity Center

22942 Slaughter Neck Road Lincoln, DE 19960 (302) 684-4819

HOME-DELIVERED MEALS

The home-delivered meals program provides nutritious meals to homebound individuals over age 60 and their spouses. Special diets are available from many sites. Contact the project below for additional information.

WILMINGTON/New Castle County

City Fare

1703 W. 10th Street, Wilmington, DE 19805 (302) 421-3734

Newark Senior Center

200 White Chapel Dr., Newark, DE 19713 (302) 737-2336

Food Programs continued



KENT COUNTY & LOWER NEW CASTLE COUNTY

MANNA Modern Maturity Center

1121 Forrest Ave., Dover, DE 19904 (302) 734-1200

SUSSEX COUNTY

CHEER

546 S. Bedford St., Georgetown, DE 19947 (302) 856-5187

Meals-On-Wheels of Lewes and Rehoboth, Inc.

32409 Lewes-Georgetown Highway, Lewes, DE 19958 (302) 645-7449 (Call between 8:00 a.m. and 3:00 p.m.)

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

The SNAP Program supplies persons meeting certain eligibility requirements with stamps that may be used to purchase food. The program is administered by DHSS' Division of Social Services. For more information, call:

Delaware Helpline 211 or (800) 464-4357

Read it on line!

Our web site is at your service 24 hours a day. Check it out. You'll find a lot of helpful consumer information there.

www.dhss.delaware.gov/dsaapd



Government Programs



See www.Delaware.gov for a listing of online Delaware government services and information. See www.usa.gov or www.benefits.gov or call (800) FED-INFO for federal government benefits information. The DHSS Human Services Directory, a comprehensive listing of programs and services available in Delaware, is now available online (and free for the first time In its 15-year history) at http://www.dhss.delaware.gov/dhss/dssc/files/2009_hsdirectory.pdf.

These agencies offer a database of information about Delaware social services:

Children and Families First

(child care, elder care and respite provider network for caregivers) (800) 734-2388

Contact Delaware

(24-hour help line for rape crisis, suicide counseling, crisis intervention) P.O.Box 9525, Wilmington, DE 19809 (302) 761-9100 (800) 262-9800

Delaware Helpline

(Statewide information and referral to over 2,100 health and human service programs, including government offices and personnel.)

900 N. King Street, Wilmington, DE 19801 (800) 464-4357 or 211 (800) 273-9500 (out of state)

Hispanic Outreach, Latin American Community Center

(302) 655-7338

Government Programs continued



DELAWARE MONEY MANAGEMENT PROGRAM (DMMP)

A joint program with AARP, the program offers money management assistance to low-income seniors and adults with physical disabilities who have difficulty budgeting, paying routine bills and keeping track of financial matters. Trained volunteers assist persons who do not have friends or relatives able or willing to help.

Delaware Money Management Program (800) 223-9074

DELAWARE SENIOR MEDICARE PATROL (SMP)

Delaware Senior Medicare Patrol is a federally-funded project offered through the Delaware Division of Services for Aging and Adults with Physical Disabilities to teach Medicare beneficiaries to be better health care consumers. Volunteers are recruited and trained to lead sessions for other beneficiaries about how to identify and report possible health care fraud or assist beneficiaries with their specific issues.

Delaware Senior Medicare Patrol (800) 223-9074

DHSS DIVISION OF DEVELOPMENTAL DISABILITIES SERVICES

DHSS' Division of Developmental Disabilities Services helps Delaware citizens with mental retardation realize their developmental potential through specialized services in residential and habilitative settings, services to families, consultation, and prevention activities.

For more information, call:

NEW CASTLE COUNTY (302) 836-2100 KENT COUNTY (302) 744-9600 SUSSEX COUNTY (302) 933-3000

DHSS DIVISION FOR THE VISUALLY IMPAIRED (DVI)

DHSS' Division of Visually Impaired provides comprehensive services to the blind and severely visually impaired in the home or in the DVI training center. Some services are based on financial eligibility. DVI also offers a special program, VIP 55, for persons aged 55 and over. VIP services include training, services in the home, and the provision of aids and appliances. For more information and to request a copy of their Guide to Services and Resources, call:

NEW CASTLE COUNTY (302) 255-9800 KENT and SUSSEX COUNTIES (302) 424-7240

Senior Community Service Employment Program

Provides subsidized work experience, training, job search assistance and related supportive services.

Eligible Delawareans are 55 and older with family incomes of less than 125% of the poverty level.

For information, call 302-255-9390.



The Senior Community Service Employment Program is funded by the Older Americans Act and is administered by the U. S. Department of Labor.

Government Programs continued



ELDERinfo

ELDERinfo, State Health Insurance Assistance Program, is a public service provided by the Delaware Insurance Department to help Medicare beneficiaries understand their Medicare, Medicaid, long term care insurance and other types of health insurance.

ELDERinfo

(800) 336-9500

THE GOVERNOR'S ADVISORY COUNCIL ON SERVICES FOR AGING AND ADULTS WITH PHYSICAL DISABILITIES

The Governor's Advisory Council on Services for Aging and Adults with Physical Disabilities serves in an advisory capacity to DHSS' Division of Services for Aging and Adults with Physical Disabilities. The Council seeks to protect, promote, and advocate for older Delawareans and adults with physical disabilities. Council members are appointed by the Governor and represent all geographic areas of Delaware. For more information, call:

DHSS Division of Services for Aging and Adults with Physical Disabilities

New Castle County (302) 255-9390 Statewide toll free (800) 223-9074

dsaapdinfo@state.de.us

LONG TERM CARE OMBUDSMAN PROGRAM

DHSS' Long Term Care Ombudsman Program provides impartial fact-finders whose job it is to assure that adults in licensed

institutions, nursing homes, assisted living and adult foster care homes receive fair treatment. The Ombudsman seeks to:

- Investigate and resolve complaints made by or on behalf or residents of long term care facilities regarding violations of patients' rights.
- Train volunteers and others to participate in the Ombudsman Program.
- Advocate for improving the quality of life for residents of long term care facilities.
- Provide information and training to residents, families, and staff on topics such as patient rights, living wills, and patient abuse.

For more information, or to register a problem or complaint, call:

DHSS Division of Services for Aging and Adults with Physical Disabilities

New Castle County (302) 255-9390 Kent/Sussex County (302) 424-7310 Statewide (800) 223-9074

dsaapdinfo@state.de.us

DHSS DIVISION OF LONG TERM CARE RESIDENT PROTECTION

This Division promotes the quality of care, safety and security of people living in long term care facilities and ensures these facilities' compliance with applicable state and federal laws designed to protect these residents. For more information or to make a complaint, call 877-453-0012.

New Castle County (302) 577-6666 Kent/Sussex County (302) 424-8600

Government Programs continued



MEDICAID

DHSS' Division of Medicaid and Medical Assistance administers the Medicaid Program (also known as Medical Assistance or Title XIX of the Social Security Act). This is a federal/state insurance program which covers specified medical expenses for the low-income aged, blind, and disabled. There are distinct eligibility criteria for participation in the program.

 (302) 255-9500
 (302) 424-7210

 (302) 368-6610
 (800) 372-2022

MEDICAID WAIVER(S) FOR THE ELDERLY AND DISABLED/ ASSISTED LIVING/ACQUIRED BRAIN INJURY

The Medicaid Home and Community-Based Services Waiver Program allows low-income persons with disabilities to remain in their own homes rather than move into an institutional setting. A person who is eligible for this program can receive all regular Medicaid services and, as needed, case management, homemaker, respite care (both home and institutional), an emergency response system and day care. For financial eligibility information, call the Division of Medicaid and Medical Assistance at:

(302) 368-6610 (302) 424-7210 (800) 372-2022

For information about the Medicaid waiver program, call DHSS Division of Services for Aging and Adults with Physical Disabilities:

(302) 391-3500

(302) 424-7310

(800) 223-9074

Medicaid for Workers with Disabilities (MWD)

The Medicaid for Workers with Disabilities Program was implemented by the Delaware Division of Medicaid and Medical Assistance on October 1, 2009. This program is intended to assist individuals with disabilities by allowing them to work without losing health benefits. Individuals with countable income below 275% of the Federal Poverty Level (FPL) may be eligible. Cost sharing, in the form of monthly premiums, will be applied to those with incomes exceeding 100% of FPL. For more information and an application, please contact Andrea Hinson at (302) 857-5045 or andrea.hinson@state.de.us.

MEDICARE

Medicare is a federal health insurance program for people aged 65 and older, qualified disabled persons, and persons with chronic kidney disease. Local Social Security Administration offices take applications for Medicare and provide information about the program. For more information, call 1-800-MEDICARE (800) 633-4227, or visit www.medicare.gov. You can also contact ELDERinfo in Delaware at (800) 336-9500. If you are a caregiver, go to "Ask Medicare" at www.medicare.gov/caregivers to help your loved one choose a nursing home, a drug plan, get help with billing, etc.

If you have questions about the quality of care you are receiving, call:

Quality Insights of Delaware

(866) 475-9669 (302) 475-8100

SOCIAL SECURITY AND SUPPLEMENTAL INCOME (SSI)

The Social Security Administration manages the Social Security and SSI programs. Eligibility and benefits for Social Security depend upon one's employment history. Benefits are also payable to spouses, widow/widowers, and minor or disabled children of retired, disabled, or deceased workers.

The federal guaranteed income program for the elderly, blind and disabled, Supplemental Security Income, provides a guaranteed minimum income for individuals whose incomes are below a certain level.

The Social Security Administration also processes applications for Medicare, and forwards applications for Medicaid to appropriate agencies. The web site is www.ssa.gov.

For more information, call:

WILMINGTON/NEW CASTLE COUNTY

(302) 323-0304 (800) 772-1213

KENT COUNTY

(302) 674-5162 (800) 772-1213

SUSSEX COUNTY

(302) 856-9620 (800) 772-1213

Veterans Administration

Benefits and Information (800) 827-1000. For a copy of "Federal Benefits for Vets and Dependents" call (866) 512-1800 or go to www. va.gov.

Home Health Care/Personal Assistance/Homemaker/Hospice



Homemaker, home health care and personal assistance services agencies help individuals function as independently as possible in their own homes. The services provided vary from agency to agency. Home health care and personal assistance services involves companion care, personal care and medically-oriented care, ranging from assistance with personal care needs (supervised aide services) to skilled care such as dressing changes or physical therapy provided by a licensed professional. Homemaker services include household chores such as meal preparation, light housekeeping, laundry and shopping.



Home Health Care/Personal Assistance/ Homemaker/Hospice continued



Provided here is a list of home health and personal assistance service agencies licensed in the state of Delaware. These organizations provide a variety of services and will accept different types of payment.

Hospice is a choice when recovery is no longer possible. Hospice focuses on care, not cure, ensuring that patients and their families receive the care, comfort and support they need. Pain and symptom management and emotional support are provided in the familiar surroundings of home, regardless of the ability to pay. Go to www. hospicedirectory.org for listings by state.

If you have a complaint regarding the care you receive from a licensed home health care, personal assistance services or hospice agency, please call the Office of Health Facilities Licensing and Certification at (800) 942-7373.

PERSONAL EMERGENCY RESPONSE SYSTEMS (PERS)

The following companies offer installation and monitoring of PERS systems in your home or apartment. There is a one time cost for installation and monthly costs to maintain the system. By pressing a button on a device worn on your wrist or around your neck, you



can signal that you need emergency help and/or assistance from previously identified family members, neighbors or your local 911 response team. Call these companies for more specific information, including costs. There are many more PERS companies listed on the internet that offer services to Delaware residents.

Advanced Alert (302) 436-9406 (888) 547-4462 **Critical Signal Technologies** Life Station (866) 235-1747 Link to Life (877) 442-3232 **Lifeline Systems** (800) 368-2925 Med Scope (610) 642-9881, ext. 709 (800) 451-0525 **Phillips Lifeline** (302) 456-9012 or (302) 644-6990 Response Link



Home Health Care/Personal Assistance/ Homemaker/Hospice continued



Additional Medical/Safety Services:

VIAL OF LIFE KIT (New Castle County residents)
Call (302) 395-8184 for your home kit from the New Castle County
Emergency Medical Services Division.

TRIAD FILE OF LIFE KIT

(Kent County residents) Call (302) 739-4211 for your home kit.

FILE OF LIFE KIT

(Sussex County residents) Call (302) 645-3468 for your home kit.



ABSOLUTE HOME HEALTH, INC.

"OUR HEART IS IN YOUR HOME"

Providers of personal care and respite care

262 Chapman Rd., Bellevue Bldg., Suite 104 Newark, Delaware 19702 302-369-1050

> 1274 S. Governors Ave., Suite 101 Dover, Delaware 19904 302-730-3500



31039 Country Gardens Blvd., Suite E-2 Dagsboro, Delaware 19939 302-732-6068



absolutehh@verizon.net • www.absolutehomehealth.net

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Caregiver Assistance-Respite-Education



the independence

the quality of life you deserve

Since 1984, Bayada Nurses has been helping people throughout New Castle County to live safely at home with comfort, independence, and dignity. We have expanded our services to include Kent County.

- Skilled services, including nursing for wound care and infusion, physical, occupational, and speech therapy
- Personal care assistance
- Trach/Vent care
- Companion and homemaker services
- Thoroughly screened and fully insured staff
- CHAP accredited and state licensed
- Medicare, Medicaid, private pay, and most insurances accepted

Call today if you would like additional support at home. If you are recovering after an illness or injury, let your physician or hospital discharge planner know that Bayada Nurses is your home care provider of choice.



Dover Skilled Visits 302-736-6001 | Newark Skilled Visits 302-836-1000 Private Duty 302-655-1333 or 888-655-0070 | www.bayada.com

Home Health Care/Personal Assistance/ Homemaker/Hospice continued



NEW CASTLE COUNTY

Absolute Home Health Care

262 Chapman Road Newark, DE 19702 (302) 369-1050

ADDUS HealthCare

5614 Kirkwood Highway Wilmington, DE 19808 (302) 995-9010

Amedisys Home Health

260 Chapman Road, Ste. 200 Newark, DE 19702 (302) 294-2001

Aston Home Health

1021 Gilpin Ave. Wilmington, DE 19806 (302) 421-3686 / 3687

Bayada Nurses, Inc.

750 Shipyard Dr. Wilmington, DE 19801 (302) 658-3000 (302) 655-1333

Bayada Nurses, Inc.

1400 Peoples Plaza Newark, DE 19702 (302) 836-1000



Aston Home Health, Inc.

Where Good Care Makes a Difference

- Skilled Nursing
- Physical Therapy
- Home Health Aide
- Social Workers
- Private Duty

P: (302) 421-3686

P: (302) 421-3687

F: (302) 421-3688



1021 Gilpin Avenue, Suite 100, Wilmington, DE 19806

www.AstonHomeHealth.com

Christiana Care/Visiting Nurse Association

One Read's Way, Suite 100 New Castle Corporate Commons New Castle, DE 19720 (302) 327-5200

Comfort Care at Home

260 Chapman Road Newark, De 19702 (302) 737-8078

Comfort Keepers

35 Salem Church Road Newark, DE 19713 (302) 286-0100

Companion Hearts, LLC

276 E. Main St., Ste.9 Newark, DE 19713 (302) 731-9270

Compassionate Care Hospice

702B Kirkwood Highway Wilmington, DE 19805 (800) 219-0092

Compassionate Home Care

5239 W. Woodmill Drive Wilmington, DE 19808 (302) 999-8864 (302) 253-8417

Feel the healing power of home



Christiana Care's home health nurses, therapists and aides bring professional health care to a place where you feel most comfortable your home.

- Skilled Nursing.
- Rehabilitation Services.
- Medical Social Work.
- Home Health Aides.
- Private Duty/Shift Nursing Care.

302-327-5200

Toll-Free 888-VNA-0001 www.christianacare.org



HIVNA10

Home Health Care/Personal Assistance/ Homemaker/Hospice continued



Delaware Hospice, Inc.

3515 Silverside Road Wilmington, DE 19810 (302) 478-5707 (800) 838-9800

Eldercare Molter Associates

3203 Concord Pike, Suite 2 Wilmington, DE 19803 (302) 479-5200

Family Benefit Homecare

3322 Englewood Road Wilmington, DE 19810 (302) 725-4022

Generations Home Care

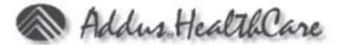
15 Ashley Place Wilmington, DE 19804 (302) 658-6731

Griswold Special Care

1915 Kirkwood Highway Newark, DE 19711 (302) 456-9904

Guava Homecare, Inc.

307 Valley Brook Drive Hockessin, DE 19707 (302) 399-6389 (302) 898-1563



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A LICENSED & CERTIFIED MEDICARE HOME HEALTH AGENCY

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- Certified Nurses Aides
- Housekeeping

- Physical Therapy
- Personal Care Aides
- · In Home Support Services

Serving Kent and Sussex Counties

1003 Mattlind Way Milford, DE 19963

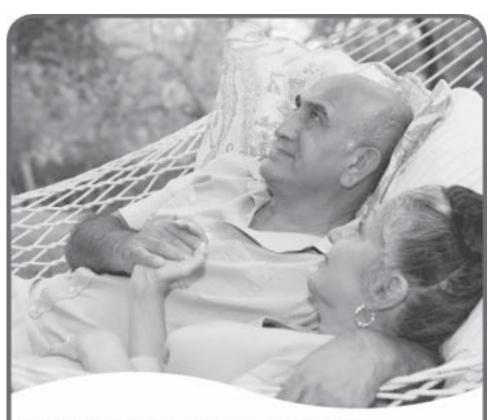
Meloru, DE 19963

(302) 424-4842

Serving New Castle County

5614 Kirkwood Highway Wilmington, DE 19808

(302) 995-9010



"When Joe's lungs were failing, Delaware Hospice helped us both breathe a little easier"

"My husband had COPD for years, and we thought we knew what lay ahead. But you never know, not really. Delaware Hospice was there for us at any hour day or night. Their caring professionalism, respect and kindness kept my husband comfortable and helped me cope. Without them, I couldn't have kept Joe at home."

Delaware Hospice is dedicated to providing high quality hospice care to patients and families in their home settings or at the Delaware Hospice Center.

Let Delaware Hospice share the care. Call 800-838-9800 or visit delawarehospice.org



Home Health Care/Personal Assistance/ Homemaker/Hospice continued



Heartland Home Health and Hospice

256 Chapman Road Newark, DE 19702 (302) 737-7080

Heartland Hospice House of Delaware

5661 Ochletree Lane Wilmington, DE 19808 (302) 239-2961

Home Helpers

Serves all 3 counties 910 Gilpin Ave. Wilmington, DE 19806 (302) 633-6090

Home Instead Senior Care

1701 Shallcross Ave. Suite A Wilmington, DE 19806 (302) 654-4003



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- Incontinence Care
- Respite or Relief Care
- Medicaid Approved
- Meals & Housekeeping
- Incidental Transportation
- Screened, Trained & Bonded Staff

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Newark (302) 286-0100

Wilmington (302) 777-0527

www.comfortkeepers.com

The Care They Deserve. The Help You Need.

Compassionate Care Hospice provides exceptional care for people during their last several months of life. Care is provided in the home, nursing home, or in our beautiful new inpatient hospice unit conveniently located on the sixth floor of St. Francis Hospital. With our help, families enable their loved one to experience the best possible quality of life.

Our Services Include:

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- Home Health Aides for Personal Care
- Counselors for Emotional Support
- Hospice Medications
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Serving Delaware Since 1993

1-800-219-0092

www.cchnet.net

State and Medicare Licensed/Medicaid Certified CHAP Accredited

Compassionate Care Hospice

Where Care and Compassionate Come Together



Compassionate Care

Home Health Care/Personal Assistance/ Homemaker/Hospice continued



Homewatch Caregivers of Delaware

5560 Kirkwood Highway Wilmington, DE 19808 (302) 442-4260

Ingleside Home Health Care

1005 N. Franklin St. Wilmington, DE 19806 (302) 575-0250

Interim Health Care

2 Reads Way, Suite 123 New Castle, DE 19720 (302) 322-2743

Jewish Family Service

99 Passmore Road Wilmington, DE 19810 (302) 478-9411

Maxim Healthcare

1409 Foulk Road, Suite 203 Wilmington, DE 19803 (302) 478-3434

Neuro Care/Total Care

201 Ruthar Drive, Suite 5 Newark, DE 19711 (302) 738-6400



Odyssey Health Care

1407 Foulk Road, Ste. 200 Wilmington, DE 19803 (302) 479-7500

Oncology Care Home Health

267 E. Main St. Newark, DE 19711 (302) 455-1500

Right at Home

1500 N. French Street Wilmington, DE 19801 (302) 652-1550

St. Francis Home Health Care

7th and Clayton Streets Wilmington, DE 19805 (302) 575-8240

Saints Home Health Care

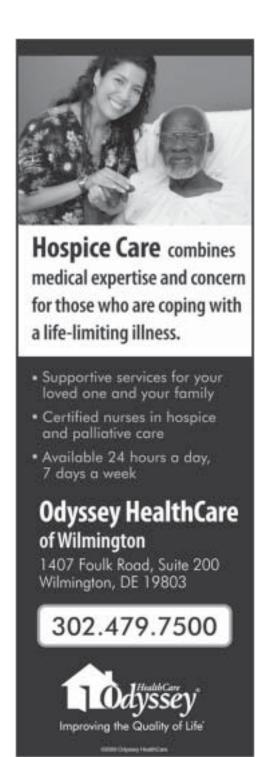
1601 Concord Pike Wilmington, DE 19803 (302) 652-4617

Seasons Hospice

220 Continental Drive Newark, DE 19713 (302) 533-3800

Senior Helpers

726 Yorklyn Road, Suite 410 Hockessin, DE 19707 (302) 234-1274



Home Health Care/Personal Assistance/ Homemaker/Hospice continued



Vitas Innovative Hospice

100 Commerce Drive Suite 302 Newark, DE 19713 (800) 938-4827

Your Own Home, LLC

3622A Silverside Road Wilmington, DE 19810 (302) 478-7081

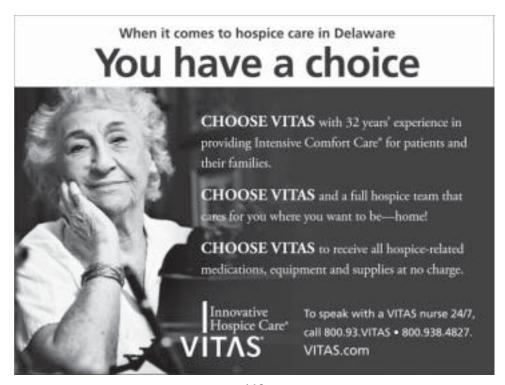
KENT COUNTY

ADDUS Health Care

1003 Mattlind Way Milford, DE 19963 (302) 424-4842

Amedisys Home Health

1221 College Park Dr. Dover, DE 19904 (302) 678-4764





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- Physical Therapy
- Occupational Therapy
- Social Work
- Home Health Aide
- Nutritional & Dietary Counseling

Please call us in:

Wilmington- 302-999-8864



Where Compassion and Care Come Together

Home Health Care/Personal Assistance/ Homemaker/Hospice continued



Bavhealth at Kent General Home Health Care

560 S. Governors Avenue Dover, DE 19904 (302) 744-7300

Bayhealth at Milford Memorial Home Health Care

104 N.F. Front Street Milford, DE 19963 (302) 424-8200

Choices for Seniors, Inc.

1030 Forrest Ave. Stes. 125-126 Dover, DE 19904 (518) 954-3303 (302) 678-3430

Nurse Association

2116 S. DuPont Highway Suite 2 Camden, DE 19934 (302) 698-4300

Comfort Keepers

282 Milford-Harrington Hwy. Milford, DE 19963 (302) 422-0955

Delaware Hospice

911 S. DuPont Hwy. Dover, DE 19901 (302) 678-4444 (800) 838-9800

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- Automatic shipments available
- Caring programs

MEDICAL SUPPLY INC.

Offering Quality and Caring Call 800-RPROMISE or 800-777-6647 Visit Us Online: www.rpromise.com



Serenity Dry Comfort



Generations Home Care, Inc.

1125 Forrest Ave. Dover, DE 19904 (302) 734-7005

Home Instead Senior Care

PO Box 39 (mail) 11550 Willow Grove Rd. Wyoming, DE 19934 (302) 697-6435

Interim Health Care

1679 S. DuPont Highway Dover, DE 19901 (302) 734-3131

Saints Home Health Care

3985 N. DuPont Highway Dover, DE 19904 (302) 883-2047

Senior Helpers

9 E. Loockerman St., Ste. 306 Dover, DE 19901 (302) 674-2234

SUSSEX COUNTY

Absolute Home Health

31039 Country Gardens Blvd. Dagsboro, DE 19939 (302) 369-1050



Home Health Care/Personal Assistance/ Homemaker/Hospice continued



Addus Home Health

1003 Mattlind Way Milford, DE 19963 (302) 424-4842

Amedisys Home Health

21309 Berlin Rd. Georgetown, DE 19947 (302) 855-0310

Beebe Home Health Agency

20232 Ennis Rd. Georgetown, DE 19947 (302) 854-5210

CHEER Inc. Homemaker and Home Health Services

20520 Sandhill Road Georgetown, DE 19947 (302) 856-5187

Christiana Care Visiting Nurse Association

600 N. DuPont Hwy. Suite 203 Georgetown, DE 19947 (302) 855-9700

We can help you via e-mail! dsaapdinfo@state.de.us

"My mom's in Delaware and I'm not. Can you help me find services for her such as home health care, assisted living and an elder law attorney?"

Our helpful staff welcomes your e-mail questions and we will answer them in a timely manner.



Compassionate Care Hospice

31038 Country Garden Blvd. Ste. D2 Dagsboro, DE 19931 (302) 934-5900

Delaware Hospice

100 Patriots Way Milford, DE 19963 (302) 856-7717 (800) 838-9800

Generations Home Care, Inc.

205 East Market Street Georgetown, DE 19947 (302) 856-7774

Griswold Special Care

109 Market Street Lewes, DE 19958 (302) 644-6990

Heartland Hospice

17577 Nassau Commons Blvd. Lewes, DE 19958 (302) 645-6237

Peninsula Home Care

8470 Herring Run Road Seaford, DE 19973 (302) 629-4914

Vitas Hospice

1016 N. Walnut Street Milford, DE 19963 (302) 451-4000



"I live my life in a manner of treating people with the dignity that I demand for myself. Personal Attendant Services (PAS) from JEVS are an extension of myself. It gives me flexibility and respect."

—John McNeal, Delaware resident



Services for adults of all ages with long-term disabilities

JEVS Supports for Independence helps individuals maintain independence at home and in the community through personal attendant services. Hire your own personal attendant, including a relative, friend, or other person of your choice.



Contact:

- 302-887-9875
- 302-387-5619
 - http://sfi.jevs.org

Housing



Housing plays a major role in the life satisfaction of all persons. Housing options for older individuals and persons with disabilities range from the independent situations to more cooperative arrangements to skilled care supervision.

HOUSING DISCRIMINATION

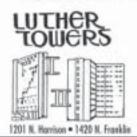
If you believe you have been denied housing because of your race, religion, a disability, or other factors, you may file a complaint with HUD (the federal Department of Housing and Urban Development) under the Fair Housing Act by calling the Delaware State Human Relations Commission or by calling HUD directly.

Living on your own or needing assistance?

Your answer is Luther Towers.

We invite you to experience the safe, affordable living which Luther Towers provides. Located in the heart of Wilmington, Delaware, Luther Towers offers 360 spacious efficiency and one-bedroom apartments with utilities included in the rent. Support services include The Pineapple Restaurant, Mini-Mart convenience store, library, beauty salon, computer center and many social activities.

Our buildings have \$4-hour desk security, the most modern fire protection systems and full standby emergency generator back up systems. Seventy-five units are licensed for Assisted Living and are for Medicaid Certified. Complete meal plans, housekeeping and service coordination are offered in each building. More than 400 caring staff and volunteers are dedicated to making the Luther Towers community a unique affordable experience for seniors.



LUTHERAN SENIOR SERVICES, INC.

1201 North Harrison Street Wilmington, Delaware 19806 www.luthertowers.com



Contact: Susan Pugh, Admissions Director 302-652-3737, ext. 107

e-mail: susan@luthertowers.com

State Human Relations Commission

877-54HUMAN

New Castle County (302) 577-5050 Kent County (302) 739-5040 Sussex County (302) 856-5331

ARC of Delaware housing web site for persons with disabilities at www.arcde.org

Go to Delaware State Housing Authority's "Delaware Affordable Housing Services Directory" at:

888-363-8808 or www.destatehousing.com

Delaware Housing Coalition

P.O. Box 1633, Dover, DE 19903 (302) 678-2286 • (888) 335-7928

Call to request their newsletter and "Housing in a Hurry" listing or go to www.housingforall.org

Homeless Planning Council

(302) 654-0126 • www.hpcdelaware.org

Housing Opportunities of Northern Delaware (HOND)

100 W. 10th Street, Wilmington, DE 19801 (302) 429-0794 Fair Housing Act training

Need Affordable Housing Assistance?

Call Delaware State Housing Authority! (302) 739-4263, (302) 577-5001, or toll free, (888) 363-8808.

- Rental Assistance
- √ Homeownership Programs
- √ Housing Rehabilitation Assistance

www.destatehousing.com





Statewide Association of Tenants

P.O. Box 397, Dover, DE 19903 • (302) 678-2286

HUD offices:

Dept. of Housing and Urban Development (HUD)

(800) 669-9777 • www.hud.gov

Wilmington, DE HUD Field Office

(302) 573-6300

HUD Fair Housing

Distribution Center (over 7,000 publications available) (800) 767-7468

HUD Fair Housing Accessibility FIRST - Fair Housing Act information

(888) 341-7781

EMERGENCY HOUSING AND SERVICES

Delaware Helpline (800) 464-HELP or 211

State Service Centers - see map in this guide for center nearest to you

Emergency Shelters

For a list of emergency shelters, contact the Delaware State Housing Authority at (888) 363-8808 or go to www.destatehousing.com for their Housing Services Directory

Delaware Foreclosure Mediation Program

at (800) 220-5424 or www.DEForeclosureHelp.org

HOME REPAIR

Various programs throughout the state assist older and disabled Delawareans with home repairs. The programs vary according to client eligibility and/or the type of repair required. For further information, contact the individual organizations and programs listed below.

COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM

The Community Development Block Grant Program (CDBG) provides low-cost loans for repairs and renovations that will bring a home up to housing code standards. Examples include: plumbing, electrical, and structural renovations. For more information on CDBG monies for home repair, contact the appropriate office listed below:

WILMINGTON

Real Estate & Housing Department

800 N. French Street Wilmington, DE 19801 (302) 576-3000

NEW CASTLE COUNTY

Department of Community Services

87 Reads Way New Castle, DE 19720 (302) 395-5600

City of Newark Planning Department

Municipal Building 220 Elkton Road Newark, DE 19711 (302) 366-7030

Newark Senior Center Senior Home Repair Program

200 White Chapel Dr. Newark, DE 19713 (302) 737-2336

(For homeowners age 60+ with Newark postal addresses)



KENT COUNTY

Kent County Levy Court Department of Planning/ Community Development

Robert O'Brien Building 555 Bay Road Dover, DE 19901 (302) 744-2480

City of Dover Department of Community Development

15 E. Loockerman St. Dover, DE 19901 (302) 736-7175

City of Milford

201 S. Walnut Street Milford, DE 19963 (302) 422-6616

Milford Housing Development Corporation

977 E. Masten Circle Milford, DE 19963 (302) 422-8255

SUSSEX COUNTY

Sussex County Community Development and Housing

22215 DuPont Blvd. Georgetown, DE 19947 (302) 855-7777

Millsboro Housing for Progress Inc.

P.O. Box 177 Millsboro, DE 19966 (302) 934-6491

Read it on line!

Our web site is at your service 24 hours a day. Check it out, You'll find a lot of helpful consumer information there,

www.dhss.delaware.gov/dsaapd



HOUSING REHABILITATION LOAN PROGRAM

The Housing Rehabilitation Loan Program (HRLP) and the Community Development Block Grant Program (CDBG) provide financial assistance to qualified owner-occupants and to landlords who rent to low-income persons. Assistance applies to heating, electrical, plumbing, roofing and structural problems in addition to other safety and health hazards necessary to bring a property up to the standards of state and local housing codes. The money may also be used to finance the cost of making a unit handicapped-accessible. For more information, call:

WILMINGTON

Real Estate and Housing Department

800 N. French Street Wilmington, DE 19801 (302) 576-3000

NEWARK

City of Newark Planning Department

220 Elkton Road Newark, DE 19711 (302) 366-7000

NEW CASTLE COUNTY

Community Development and Housing Rehabilitation Program

87 Reads Way New Castle, DE 19720 (302) 395-5648

KENT COUNTY/DOVER

City of Dover

15 E. Loockerman Street Dover, DE 19903 (302) 736-7175



Kent County Department of Planning

Robert O'Brien Building 414 Federal Street Dover, DE 19901 (302) 744-2480

SUSSEX COUNTY

Sussex County Community Development & Housing

P.O. Box 589 Georgetown, DE 19947 (302) 855-7777

STATEWIDE

Delaware State Housing Authority Neighborhood Revitalization Fund Program

820 N. French Street Wilmington, DE 19801 (302) 577-5001

18 The Green P.O. Box 1401 Dover, DE 19901 (302) 739-4263

U.S.D.A. RURAL DEVELOPMENT

FmHA loan and grant programs are available to homeowners in rural areas for health and safety-related repairs. Grants are available to persons 62 and older depending on funding. Loans have l% interest. Applicants must own and occupy dwelling. Loans are made to very low income families regardless of age.

KENT COUNTY/NEW CASTLE COUNTY

U.S.D.A. Rural Development

1221 College Park Drive Dover, DE 19904

(302) 857-3580

SUSSEX COUNTY

U.S.D.A. Rural Development

408A N. DuPont Highway Georgetown, DE 19947

(302) 856-3990

H.O.M.E. (Home Oriented Maintenance for the Elderly)

Home Oriented Maintenance for the Elderly (H.O.M.E.) provides minor repairs and maintenance at reasonable fees for older persons seeking to continue independent living in their own homes. This program is available in the New Castle County area only. For more information, call:

Lutheran Community Services

1304 N. Rodney Street, Wilmington, DE 19806 (302) 654-8886

NEW CASTLE COUNTY MINOR HOME REPAIRS PROGRAM

(302) 395-5648

For **Kent and Sussex County home repairs**, contact:

R, C and D (Resource Conservation and Development Council) 1203 College Park Rd., Suite 101, Dover, DE 19904 (302) 674-1952

HOME WEATHERIZATION ASSISTANCE/ FURNACE RETROFIT PROGRAM

Administered by the Division of State Service Centers, Office of Community Services, the Weatherization Program provides a variety of services including: caulking, storm window installation, insulation, etc.; and furnace retrofit, involving the installation of a "flame

E-mail your questions to us dsaapdinfo@ state.de.us Our helpful staff will answer your aging and disabilities questions in a timely manner. DELAWARE HEALTH AND SOCIAL SERVICES

DULTS WITH PHYSICAL DISABILITIES



retention burner" for existing oil furnaces. Eligibility for the program is based on the same income eligibility guidelines as the fuel assistance program. For more information, call:

NEW CASTLE COUNTY

First State Community Action Agency

19 Lambson Lane New Castle, DE 19720 (302) 498-0454

Inter-Neighborhood Foundation

1300 N. French Street Wilmington, DE 19801 (302) 429-0333

The Spanish language edition of this services guide is available on our web site, www.dhss.delaware.gov/dsaapd.

Print copies in Spanish are available at our offices. Call 1-800-223-9074



Neighborhood House Inc.

1218 B Street Wilmington, DE 19801 (302) 652-3928

People's Settlement Association

408 E. 8th Street Wilmington, DE 19801 (302) 658-4133

WCCNPAC

613 A W. 8th Street Wilmington, DE 19801 (302) 658-5320

KENT/SUSSEX COUNTY

First State Community Action Agency, Inc.

P.O. Box 877 Georgetown, DE 19947 (302) 856-7761

655 S. Bay Road Dover, DE 19901 (302) 674-1355 (800) 372-2240

DELAWARE ENERGY ASSISTANCE PROGRAM (DEAP)

The Delaware Energy Assistance Program provides assistance for the payment of heating/cooling bills and weatherization for low income households. Call Delaware Helpline at (800)464-HELP or 211 for more help.

NEW CASTLE COUNTY

Catholic Charities (302) 654-9295

KENT COUNTY

Catholic Charities (302) 674-1782

SUSSEX COUNTY

Catholic Charities (302) 856-6310

GOOD NEIGHBOR ENERGY FUND

Delamarva Power has established the Good Neighbor Energy Fund, designed to help pay the electric and natural gas bills of persons who will lose these utilities without such aid. The Salvation Army administers the fund throughout the Delmarva Peninsula and makes all distribution decisions. For more information, call:

NEW CASTLE COUNTY

Salvation Army (302) 472-0700

KENT COUNTY

Salvation Army (302) 678-9551

SUSSEX COUNTY

Salvation Army (302) 856-7145 • (302) 628-2020

Faith Center

(302) 654-4550 may be able to assist.



HOME EQUITY CONVERSION/REVERSE MORTGAGE

Home equity conversion is a financial arrangement in which an elderly person may access the equity in his/her home while continuing to live there. One form of home equity conversion, a reverse mortgage, is available to older persons in Delaware. In a reverse mortgage, the homeowner takes out a loan based on the equity in the house, the loan is advanced in increments to the borrower, and repayment is deferred until a future date, at which time the loan becomes due in full. HUD requires that anyone seeking a reverse mortgage must attend a housing counseling session offered by any of the following local agencies:

National Reverse Mortgage Lenders Association Consumer Line (866) 264-4466 or www.reversemortgage.org

HUD Certified Counseling Agencies:

Center for Homeownership (YWCA) (302) 224-4060

Delaware Community Reinvestment Action Council (302) 654-5024 or (877) 825-0750

First State Community Action Agency (302) 498-0454 / 674-1355 or 856-7761

Hockessin Community Center (302) 239-2363

Housing Opportunities in Northern Delaware (302) 429-0794

Government Insured Reverse Mortgages

Learn the benefits of Reverse Mortgages from someone you trust



- Experienced and well-trained Mortgage Specialists
- One of the ten oldest, continuously-operating banks in the United States
- The #1 Reverse Mortgage Lender in Delaware*
- · Face-to-face meetings to answer your questions
- · Someone to call directly who is local and available
- · A "Best Practices" commitment
- · A bank you know and TRUST

For information or a FREE Consultation: Trish Kauker, CSA Vice President Reverse Mortgage 302.283.4578 | 877.990.1990 tkauker@wsfsbank.com



 2009 Wilmington Savings Fund Society, FS8 Member FDIC

*according to HUO Endorsement Report. Visit wsfsbank.com





Interfaith Housing Delaware (302) 652-3991 /741-0142

NCALL Research Inc (302) 283-7505, 678-9400, 855-1370

Neighborhood House Inc. (302) 652-3928 / 378-7217

At the time of publication, these companies offered reverse mortgages to Delaware homeowners:

Academy Mortgage LLC (800) 420-5515

Financial Freedom Senior Funding Corp (800) 368-3254 or (800) 860-6983

First Mariner Bank (888) 561-2265

Fulton Mortgage Company (800) 220-9034

Generation Mortgage Company (877) 300-5401

Met Life (800) 269-6797

Wells Fargo Mortgage Company (888) 433-1248

WSFS Bank (302) 283-4578 or (877) 990-1990

PROPERTY TAX RELIEF

All three counties and many cities and towns offer some form of property tax relief for low income persons aged 65 and older. Check the Financial Information and Assistance section of the guide for provider information.

RENTAL ASSISTANCE

Housing Choice Vouchers

Low income families and single persons who are 62 or older or disabled may be eligible for Housing Choice — existing or voucher assistance. For more information, go to www.destatehousing.com or call:

WILMINGTON

Wilmington Housing Authority

400 N. Walnut Street Wilmington, DE 19801 (302) 429-6700

NEW CASTLE COUNTY

Department of Community Services

87 Reads Way New Castle, DE 19720 (302) 395-5669

Newark Housing Authority

313 East Main Street Newark, DE 19711 (302) 366-0826

KENT/SUSSEX COUNTY

Dover Housing Authority

76 Stevenson Drive Dover, DE 19901 (302) 678-1965

Delaware State Housing Authority

1289 Walker Rd. Dover, DE 19904 (302) 739-6940 (302) 337-0219 (888) 363-8808

E-mail your questions to us dsaapdinfo@ state.de.us

Our helpful staff will answer your aging and disabilities questions in a timely manner.





ADULT FAMILY CARE HOMES/FOSTER CARE

Private homes in the community, also known as Adult Family Care Homes or Foster Care Homes, provide a family living environment for persons who need some supervision in their daily activities and can no longer live independently. An applicant must be ambulatory, continent and able to participate in the placement process. They must also be able to administer their own medications.

A special program exists to help pay for the foster care placement for individuals who meet certain medical and financial eligibility requirements.

For more information on foster care placement for persons 18 and over with a disability or over 60, call:

DHSS Division of Services for Aging and Adults with Physical Disabilities

 New Castle County
 (302) 391-3500

 Kent/Sussex County
 (302) 424-7310

 Statewide Toll Free
 (800) 223-9074

E-mail to dsaapdinfo@state.de.us

MANUFACTURED HOUSING (MOBILE HOMES)

Delaware Manufactured Home Owners Association

4590 Highway One, PMB 112, Rehoboth Beach, DE 19971 (302) 945-2122 or www.dmhoa.org

Persons considering mobile homes as a retirement housing option may obtain information about types of mobile homes, mobile home parks and the availability of homes. Complaints about existing mobile homes can also be referred to this number.

First State Manufactured Housing Association

1675 S. State Street, Suite E, Bldg. 4, Dover, DE 19904 (302) 674-5868 / (800) 544-5868

RENT-ASSISTED HOUSING FOR ELDERLY/DISABLED

All of the rental housing units listed below receive some type of federal assistance or support. Federal funding of these units requires that low income senior citizens, age 62 and over, pay no more than 30% of their income on rent (including utilities) in publicly-funded housing.

Each of the housing complexes listed must be contacted individually to determine the rental fee and receive additional information.

WILMINGTON

Wilmington Housing Authority

4th & Walnut Streets, Wilmington, DE 19801 (302) 429-6700

The Wilmington Housing Authority office is the single point of contact for the following facilities:

Baynard Apartments

309 W. 18th St. Wilmington, DE 19802

Compton Towers

325 E. 5th St. Wilmington, DE 19801

Crestview

2700 N. Market St. Wilmington, DE 19802

Thomas J. Herlihy Jr.

320 E. 5th St. Wilmington, DE 19801

1802 West

1802 West St. Wilmington, DE 19802



Contact these complexes directly:

The Antonian

1701 West 10th Street Wilmington, DE 19805 (302) 421-3757

Herring Manor

2412 N. Market St. Wilmington, DE 19802 (302) 655-2418

Ingleside Homes Inc.

1005 Franklin Street Wilmington, DE 19806 (302) 575-0250, ext. 2212

Lafayette Court Senior Apartments

1803 and 1805 N. Market Street Wilmington, DE 19802 (302) 651-3400

Los Jardines

1000 W. 5th Street Wilmington, DE 19805 (302) 652-6390

Luther Towers I

1201 North Harrison St. Wilmington, DE 19806 (302) 652-3737

Luther Towers II

1420 N. Franklin Street Wilmington, DE 19806 (302) 654-4490

Maplewood Housing for the Elderly

501 S. Clayton Street Wilmington, DE 19805 (302) 421-9198

Parkview Apartments

1800 N. Broom Street Wilmington, DE 19802 (302) 429-7288

Prestwyck Apartments

2815 N. Market Street Wilmington, DE 19802 (302) 764-6450

Quaker Hill Place

200 Washington Street Wilmington, DE 19801 (302) 571-0100

Rodney Court Apartments

1100 Pennsylvania Ave. Wilmington, DE 19806 (302) 654-9113

Sacred Heart Village

920 N. Monroe Street Wilmington, DE 19801 (302) 654-5407

Terry Apartments

2400 North Broom Street Wilmington, DE 19802 (302) 655-6661

Windsor Apartments

500 North Walnut Street Wilmington, DE 19801 (302) 656-1354

NEW CASTLE COUNTY

B'nai B'rith House

8000 Society Drive Claymont, DE 19703 (302) 798-6846

Carleton Court

1900 Southway Drive Newark, DE 19713 (302) 454-1800

Chelten Apartments

431 Old Forge Road New Castle, DE 19720 (302) 322-6323

Holly Square

400 N. Broad Street Middletown, DE 19709 (302) 378-8926

Liberty Terrace

100 Liberty Terrace Newark, DE 19702 (302) 322-8953

Main Towers

330 East Main Street Newark, DE 19711 (302) 737-9574

Manlove Manor

301-379 Manlove Place Wilmington, DE 19804 (302) 427-3951

Marrows Court Apartments

100-A Witherspoon Lane Newark, DE 19713 (302) 453-9596

Marydale Retirement Village

135 Jeandell Drive Newark, DE 19713 (302) 368-2784

Middletown Trace

67 New Street Middletown, DE 19709 (302) 378-4611

Newark Housing Authority

Delaware Circle Newark, DE 19711 (302) 366-0826



Spencer Apartments

37 Fairhaven Court New Castle, DE 19720 (302) 322-2949

The Vinings at Christiana

200 Vinings Way Newark, DE 19702 (302) 737-4999

Woodlea Apartments

5500 Fairmont Drive Wilmington, DE 19808 (302) 737-5616

KENT COUNTY

Delaware State Housing Authority

(302) 739-7416

Frazer Place I and II

200 Goldsboro Way Smyrna, DE 19977 (302) 653-1235

Hurds Crossing

Felton, DE 19943 (302) 629-8612

Luther Towers of Dover I - IV

430 Kings Highway Dover, DE 19901 (302) 674-1408

Owens Manor

408 S. New Street Dover, DE 19904 (302) 678-1965

Peach Circle Apartments

327 Paul Street Smyrna, DE 19977 (302) 653-5868

Queen Manor Apartments

411 S. Queen Street Dover, DE 19904 (302) 678-1965

Silver Lake Estates

5 Linstone Lane Milford, DE 19963 (302) 422-0740

Villas at Milford Crossing

806A Moyer East Milford, DE 19963 (302) 422-4633

West St. Manor and Annex

700 Mason Ave. Harrington, DE 19952 (302) 398-9043

SUSSEX COUNTY

Brandywine Village Apartments

401 Monroe & Wilson Sts. Millsboro, DE 19966 (302) 934-8289

Chandler Heights Apartments

Eskridge Highway & Chandler Street Seaford, DE 19973 (302) 629-6522

Charleston Place

311 Phillips Street Seaford, DE 19973 (302) 629-8612

CHEER Apartments

1121 Clark Drive Georgetown, DE 19947 (302) 856-6676

Courts of Greenwood

101 Courts of Greenwood Greenwood, DE 19950 (302) 349-0150

Delmar Crossing Apartments

600 Magnolia Drive #601 Delmar, DE 19940 (302) 846-3343

Diamond Court

35 Diamond Court Harrington, DE 19952 (302) 398-4200

Dunbarton Village Apartments and Oaks IV

300 Dunbarton Street Georgetown, DE 19947 (302) 856-7719

Georgetown Apartments

200 Ingramtown Road Georgetown, DE 19947 (302) 856-3343

Golden Meadows

Golden Lane Delmar, DE 19940 (302) 846-9655

Greenwood Acres

Box O, Greenwood Acres Drive Greenwood, DE 19950 (302) 349-0124

Harbor Towne

34232 Woods Edge Drive Lewes, DE 19958 (302) 645-1003

Heritage Manor

131 W. Center Street Harrington, DE 19952 (302) 398-8125

Huling Cove and Annex

1142 Savannah Road, #306, Lewes, DE 19958 (302) 645-7630



Laurel Commons I and II

100 Laurel Commons Lane Laurel, DE 19956 (302) 875-3525

Luther Gardens and Annex

1500 Luther Circle Milton, DE 19968 (302) 684-2906

Luther Towers of Milton

500 Palmer Street Milton, DE 19968 (302) 684-1668

Market Street Apartments

310 Market Street Bridgeville, DE 19933 (302) 337-3144

Marshall Manor

310 Manor Lane Milford, DE 19963 (302) 422-2446

Mills Landing

2500 Savannah W. Square Lewes, DE 19958 (302) 644-4403

Seaford Meadows Apartments

122 Seaford Meadows Dr., Seaford, DE 19973 (302) 629-6416

Shadygrove II, III

S. Main Street Extended Box 76 Selbyville, DE 19975 (302) 436-9939

Villas I and II

600 Magnolia Drive Delmar, DE 19940 (302) 846-3343

Virginia Crest

101 Independence Dr. Seaford, DE 19973 (302) 628-0212

Wiliamsburg Manor

101 2nd Drive Seaford, DE 19973 (302) 628-0212

Our web site is at your disposal 24 hours a day. You'll find a lot of useful consumer information there. www.dhss.delaware.gov/dsaapd

GROUP HOMES

Group homes provide an opportunity for shared independent living for persons aged 60 and over. Generally, the homes feature private bedrooms with community social and dining areas. For more information, call:

St. Patrick's House

115 East 14th St., Wilmington, DE 19801 (302) 652-0743

55+ RETIREMENT COMMUNITIES

Visit www.retirementliving.com for a constantly updated listing of 55+ retirement communities that open throughout the country. Check the local real estate section of the area's newspapers for open houses when new developments open.

RETIREMENT FACILITIES

Retirement facilities, designed for older persons, provide recreational and social activities, as well as supportive services. Healthcare units are often attached. A substantial initial payment may be required in a retirement community. These facilities are often referred to as Continuing Care Retirement Communities (CCRC) or Life Care Communities. CCRCs allow seniors to "age in place," through long-term contracts that provide for housing, services and nursing care, designed to meet residents' needs in a familiar setting as they grow older and their needs change. These facilities can be found under the Nursing Home/Continuing Care Retirement Communities heading in this guide and include Cadbury at Lewes, Cokesbury Village, Methodist Country House, Methodist Manor, Stonegates and Westminster Village facilities in Delaware.

Information and Assistance



DHSS DIVISION OF SERVICES FOR AGING AND ADULTS WITH PHYSICAL DISABILITIES

DHSS' Division of Services for Aging and Adults with Physical Disabilities serves as the major information resource for the state of Delaware concerning the latest research, service availability, and trends in aging and disability issues. In addition, a coordinated client-focused, centralized system assists older adults, persons with disabilities and their families in obtaining information and assistance in areas such as eldercare, caregiving, transportation, housing and case management. For more information, call:

DHSS Division of Services For Aging and Adults With Physical Disabilities

New Castle County (302) 391-3500 Kent/Sussex County (302) 424-7310 Statewide Toll Free (800) 223-9074

E-Mail address DSAAPDinfo@state.de.us

AARP DELAWARE

AARP is a nonprofit, nonpartisan membership organization dedicated to making life better for people 50 and over. AARP provides information and resources; engages in legislative, regulatory and legal advocacy; assists members in serving their communities and offers a wide range of unique benefits, special products and services for members. AARP Delaware provides support of the 140,000+ members in the state. AARP also offers Driver Safety classes. For more information, visit www.aarp.org/de or call (866) 227-7441.

CITY OF WILMINGTON SENIOR CITIZEN COORDINATOR

The city of Wilmington Senior Citizen Coordinator can assist older adults by making referrals to various community agencies and providing information on special activities and programs. Referrals can be made in the areas of housing, energy assistance, emergency home repair, and social services. For more information, call:

City of Wilmington Senior Citizen Coordinator Mayor's Office of Customer Service

800 N. French Street, 7th Floor Wilmington, DE 19801 (302) 576-2489

THE DELAWARE AGING NETWORK (DAN)

The Delaware Aging Network (DAN) is a consortium of over fifty agencies across the state of Delaware that includes senior centers, housing facilities and in-home service agencies. With funding from the Delaware Community Foundation, DAN provides information about transportation, housing, health care, in-home supports and more. Referrals are made to services that will prevent seniors from being placed in restrictive living situations so they can remain active in their community.

Delaware Aging Network

99 Passmore Road, Wilmington, DE 19803 (302) 478-9411 www.delawareagingnetwork.org

Delaware Commission on Veterans Affairs

802 Silver Lake Blvd., Suite 100 Dover, DE 19904 (302) 739-2792 / (800) 344-9900

THE DELAWARE AGING NETWORK

www.delawareagingnetwork.org



Kent County Modern Maturity Center - 302.734.1200

> Sussex County CHEER Inc. - 302.856.5187

DAN is a collaboration of over 50 agencies operating throughout Delaware to help older adults remain in their own communities safely and comfortably.

We connect you with resources and information about housing, Medicare, Medicaid, in-home care, nutrition, transportation and more. Please call us!

DAN is supported by:





DELAWARE AGING NETWORK

Lead agencies in each county are indicated with an asterisk (*). Participating agencies updated annually.

NEW CASTLE COUNTY

Brandywine Senior Center Brandywine Senior Transitions C&D Senior Center Claymont Community Center Claymore Senior Center Delaware Elwyn Fraim Senior Center Howard Weston Senior Center Ingleside Homes Jewish Family Services* Mid-County Senior Center MOT Jean Birch Senior Center New Castle Senior Center Newark Senior Center People's Settlement Sacred Heart Village St. Anthony's Senior Center St. Patrick's Center Sellers Senior Center Senior Partner Somerford Place West Center City Adult Center Westside Health Wilmington Senior Center

KENT COUNTY

Frederica Senior Center Milford Senior Center Modern Maturity Center*

SUSSEX COUNTY

Bridgeville Senior Center CHEER Center at Georgetown* CHEER at Greenwood CHEER at Long Neck CHEER at Ocean View CHEER at Roxana CHEER at Slaughter Neck CHEER at Lewes Laurel Senior Center Nanticoke Senior Center

visit us at

Generations Home Care

Griswold Special Care

Meals on Wheels

STATEWIDE AGENCIES

Alzheimer's Association CARE Delaware Children & Families First Christiana Care Health System Community Legal Aid Society DE Assistive Technology DE State University DE Tech & Comm. College

Delaware Ecumenical Council Delaware Hospice Delaware Senior Olympics Division of Aging & Adults with Physical Disabilities Easter Seals

Mental Health Association Quality Insights of Delaware RSVP Foster Grandparents Univ. of DE Extension Fox Rehabilitation WHYY Coming of Age

Information and Assistance continued



For information about federal government services, call (800) FED-INFO.

ElderOnline/RespiteOnline

Family and Workplace Connection became a part of another Delaware social services agency, Children and Families First in 2008. Go to www.familyandworkplace.org and search two online data bases, Elder Online and Respite Online, for listings of services of interest to older Delawareans and those caregivers seeking respite care for their family member who is disabled or an older adult. Call (800) 734-2388.

THE GOVERNOR'S ADVISORY COUNCIL ON SERVICES FOR AGING AND ADULTS WITH PHYSICAL DISABILITIES

The Governor's Advisory Council on Services for Aging and Adults with Physical Disabilities serves in an advisory capacity to DHSS' Division of Services for Aging and Adults with Physical Disabilities. The Council seeks to protect, promote, and advocate for older Delawareans and adults with physical disabilities. Council members are appointed by the Governor and represent all geographic areas of Delaware. For more information, call:

DHSS Division of Services for Aging and Adults With Physical Disabilities

New Castle County (302) 255-9390 Statewide Toll free (800) 223-9074

Dsaapdinfo@state.de.us

HISPANIC OUTREACH PROGRAM

The Hispanic Senior Advocacy Outreach Program, at the Latin American Community Center, offers information about available services to older Hispanics and their families in New Castle County. The program also works with area service providers to improve access for older Hispanics.

For more information, contact: (302) 655-7338

Ingleside Senior Services

An information and referral office that serves as an outreach program for senior citizens, free of charge, throughout New Castle County. Staff link senior citizens with services they need to help them maintain their independence. The office houses a computer database of over 400 service providers offering an extensive array of services. To inquire about available services, or to learn more about the program, call:

Ingleside Senior Services

1010 N. Broom St. Wilmington, DE 19806

(302) 575-0283, ext. 2260

Kent County information/Modern Maturity Center

1121 Forrest Ave., Dover, DE 19904 (302) 734-1200 www.modern-maturity.org

The Modern Maturity Center hosts and supports a variety of programs and services for older adults including medical services, Retired and Senior Volunteer Program (RSVP), senior employment, caregiver resources and support, adult day care program, congregate and homebound meals programs and senior outreach services for seniors living in the community. Call or visit their web site for the monthly calendar of events and descriptions of services provided at the center.

Information and Assistance continued



"Lifestyle 55+" NEWSPAPER

"Lifestyle 55+" is a statewide independent monthly newspaper published for mature adults age 50 and older and caregivers. The newspaper has a circulation of 80,000 copies a month and is available free at many locations throughout Delaware.

"Lifestyle 55+" encourages individuals and Delaware's aging network to submit news and press releases on people and events. For more information, contact:

"Lifestyle 55+"

(302) 678-3616 / (302) 239-4644 (fax) E-mail: lifestyle55@doverpost.com Web site: www.doverpost.com/seniors

NEW CASTLE COUNTY SENIOR SERVICES

The New Castle County Department of Community Services administers programs and activities for New Castle County residents over the age of 50. The nutrition program offers a daily meal at participating sites throughout the county. Sports and Athletics offers senior sports programs, consisting of both fitness classes and sports leagues. Services are publicized in a quarterly program guide at www.nccdecs.org. For more information, call:

New Castle County Senior Services

87 Reads Way, New Castle, DE 19720

Senior Services Nutrition Program (302) 395-5657

Sports and Athletics (302) 395-5890

CHEER INC. (Sussex County)

CHEER, Inc. is a private, non-profit agency administering congregate and homebound nutrition programs, transportation, home health services, and community resources. The CHEER News and Views newspaper is a monthly publication distributed throughout Sussex County that brings information of particular interest to the mature population.

CHEER Inc.

546 S. Bedford St. Georgetown, DE 19947 (302) 856-5187

CARE Delaware

Caregiver Assistance-Respite-Education Are you caring for a loved one?

Support and Assistance can be provided to make your role as "Caregiver" easier.

CARE Delaware's services include short-term respite care, individual needs assessments, care planning and support services for caregivers. There are staffed Caregiver Resource Centers located in each county.

For more information, please call our toll-free number, 1-800-223-9074, or visit www.dhss.delaware.gov/dsaapd/care.html.



CARE Delaware is funded by the Older Americans Act through the National Family Caregiver Support Program and is administered by the U. S. Administration on Aging.

Information and Assistance continued



STATEWIDE INFORMATION AND REFERRAL SERVICE

Delaware Helpline or 211

Delaware Helpline is a toll-free information hotline and a referral and advocacy service for people in need of assistance. Helpline staff link callers with appropriate service providers. Hours of operation are 8:00 a.m. to 8:00 p.m., Monday through Friday. Go to www.delawarehelpline.org to access their database of community programs and services.

(Voice and TDD accessible) (800) 464-4357 or call 211 Outside Delaware (800) 273-9500

National ELDERCARE LOCATOR

The Eldercare Locator is a national toll-free service designed to help identify community resources for seniors anywhere in the United States.

Whether your older person lives nearby or in another state, the Eldercare Locator can identify the most appropriate source of information and assistance in the older person's community.

Please have the following information available when calling:

- 1. The older person's name and address, including zip code.
- 2. A brief, general description of the problem or type of assistance needed.

Eldercare Locator is a service of the National Association of Area Agencies on Aging.

Eldercare Locator

(800) 677-1116 or www.eldercare.gov

Interpreters for the Deaf



INTERPRETERS FOR THE DEAF

These services can assist you in finding sign language, oral or tactile interpreters for persons who are deaf or hard of hearing.

Deaf Communication Services Inc.

PO Box 7004 Newark, DE 19714-7004 (302) 266-6877 terpservice@comcast.net

DEAFinitions and Interpreting

1148 Pulaski Highway Bear, DE 19701 (302) 563-7714 deafinitionsterp@yahoo.com http://www.deafinterpreting.com

Deaf-Hearing Communication Centre

630 Fairwiew Road, Ste. 100 Swarthmore, PA 19081 (610) 604-0452 info@dhcc.org http://www.dhcc.org

Office of the Deaf and Hard of Hearing Delaware Division of Vocational Rehabilitation

(302) 761-8275 (V/TTY)

Interpreters for the Deaf continued



If you need to call a person who uses a TTY, call the Delaware Relay Service. The service acts as a facilitator for the two-way conversation. The operators use a TTY to express your message to the deaf person and verbally deliver the response back to the caller.

Delaware Relay Service

711 (V/TTY) or (800) 232-5470

STS (Speech to speech)

STS is a phone service that enables people with a speech disability to make phone calls. Those who stutter, have cerebral palsy, muscular dystrophy, multiple sclerosis, or have speech difficulties after a stroke or brain injury can benefit from STS. You do not need to have a speech difficulty to make an STS call. You may wish to call someone who has speech difficulties. Call (877) 335-7274 (English).

We can help you via e-mail! dsaapdinfo@state.de.us

"My mom's in Delaware and I'm not. Can you help me find services for her such as home health care, assisted living and an elder law attorney?"

Our helpful staff welcomes your e-mail questions and we will answer them in a timely manner.



Joining Generations





STATE SERVICES FOR GRANDPARENTS AND RELATIVE CAREGIVERS RAISING OTHERS' CHILDREN

The following support services are available to grand parents and relative caregivers if they meet eligibility requirements.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF):

Temporary Aid for Needy Families (TANF) is one of Delaware's cash assistance programs. You can apply for TANF in three different ways: 1) for yourself; 2) for yourself and the child you are raising; or 3) for

Joining Generations continued



the child only. You do not have to have custody or guardianship of the child, but you must be related to him or her. If you are applying for a child-only TANF grant, only assets and income of the child are considered. For more information or to apply, please contact a Division of Social Services office.

GENERAL ASSISTANCE (GA):

General Assistance (GA) is cash payment that can be used for an unemployable adult, or used for people caring for unrelated children. Only assets and income of the child are considered when you apply for GA. For more information or to apply, please contact a Division of Social Services office.

KINSHIP CARE PROGRAM:

The purpose of the Kinship Care Program is to assist caregivers during the 180 day transition period when a child initially moves into the non-parent caregiver's home. The program assists caregivers in meeting the child's immediate need for clothing, shelter, health, and educational supplies. For more information, contact the Delaware Helpline at (800) 464-4357 or a State Service Center. The Delaware General Assembly provides funding for the Kinship Care Program and it is limited to available state funds.

MEDICAID:

Medicaid is medical insurance that pays for doctors' visits (including well-child visits), in-patient and out-patient hospital services, lab tests, behavioral health services, prescription medicines, eye exams, glasses, dental care for children, and over-the-counter medicines prescribed by your doctor. Eligibility for Medicaid is determined by income.

Almost any child whose parent is not in the home and who has little or no income of his or her own can get Medicaid health insurance coverage. Low-income children can get Medicaid even if they cannot get Temporary Aid for Needy Families (TANF) or Supplemental Nutrition Assistance Program (SNAP).

If you or the child are eligible, Medicaid may begin immediately. For more information or to apply, contact your local Division of Social Services office.

DELAWARE HEALTHY CHILDREN PROGRAM:

This is a health insurance program for children. If you have not been able to afford medical insurance for your child and do not qualify for Medicaid, you may purchase very low cost medical insurance through the state of Delaware. For more information or to apply, please contact your local Division of Social Services office or call (800) 996-9969.

HELP PAYING YOUR MEDICARE PREMIUM:

Low-income Medicare beneficiaries may be eligible for help with paying all or some of their Medicare premium and, in some cases, payment of Medicare co-insurance and deductibles. For more information or to apply, contact a Division of Medicaid and Medical Assistance office.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP):

The Supplemental Nutrition Assistance Program (SNAP) helps single people and families with little or no income purchase food they need for good health. A SNAP household consists of people who live together and buy food and prepare meals together. Spouses and children under the age of 22 who live with their parents must be included in the SNAP household. The income of all household

Joining Generations continued



members counts towards the SNAP income limits and determines how much assistance they get. You may be eligible for the SNAP program even if you cannot get assistance from other programs. For more information or to apply, please contact a Division of Social Services office.

CHILD SUPPORT:

The Division of Child Support Enforcement is the state agency that helps custodial parents and caregivers to establish paternity and obtain child support from obligated parents. Services are free to those parents and caregivers who receive Temporary Aid to Needy Families (TANF) or Medicaid. For more information, in New Castle County call: (302) 577-7171; in Kent County call: (302) 739-8299 and in Sussex County call: (302) 856-5386.

CHILD CARE: (also known as Purchase of Care)

The purpose of the Division of Social Services' Purchase of Care childcare program is to provide support to families who need childcare but who cannot pay for all or part of the cost. This service is available to parents, grandparents, or other related adults responsible for the child's care.

You may get help with day care if you are working full-time, parttime and your income is low enough. If eligible, you will choose among the licensed child-care centers and childcare family or group homes that accept Purchase of Care reimbursement rates. You may also create your own self-arranged childcare with the help of your social worker. For more information or to apply, contact a Division of Social Services office.

PUBLIC HOUSING:

Public housing in Delaware is provided by several different agencies, operating with different regulations. The waiting period for housing varies greatly from one agency to the other. You will need to meet income eligibility requirements. You may also be required to have custody of the child you are raising, even if he or she is a relative.

The Delaware State Housing Authority (DSHA) Community Relations staff can provide you with a list of affordable housing in your area. They will also provide referral information for many services, including assistance for one-time rental help, security deposit help or help with energy bills. Call the Delaware State Housing Authority's Community Relations staff located in Dover at (888) 363-8808, or visit their website at www.2.state.de.us/dsha or call the Delaware Helpline at (800) 464-4357. DSHA also has Section 8 Housing Choice Vouchers as well as other affordable rental and home-ownership programs.

MENTAL HEALTH SERVICES FOR CHILDREN:

Behavioral health services (substance abuse and mental health treatment) are available for all children in Delaware. Private insurance and Medicaid providers can be located by calling the number on the insurance card. The Division of Child Mental Health Services (DCMHS) can serve uninsured children or those needing more than 30 units of outpatient services from Medicaid.

DCMHS provides a range of mental health and substance abuse treatment programs statewide beyond outpatient services, including a 24-hour crisis service. In northern New Castle County, call (302) 633-5128; in southern New Castle County call (800) 969-4357; and in Kent and Sussex Counties call (302) 424-4357.

Joining Generations continued



All DCMHS referrals are voluntary and require parents or guardians to provide written consent. The Caregivers' Medical Authorization Law allows primary caretakers to provide this consent when a parent is unavailable.

For further information, contact DCMHS at (302) 633-2571 or (800) 722-7710.

PAPERS TO BRING WHEN APPLYING:

- Birth Certificates Social Security Cards Pregnancy Verification
- Utility Bills Motor Vehicle Registration
- Proof of Citizenship or lawful alien status Pay Stubs
- Bank Account information
- *Your caseworker will let you know if you need to bring other items

DELAWARE HELPLINE

(800) 464-4357 • (800) 273-9500 or 211
Got questions? Finding answers is our job!
8:00 a.m. – 8:00 p.m.
Monday through Friday

ADDITIONAL STATE RESOURCES

DEPARTMENT OF HEALTH & SOCIAL SERVICES

Division of Social Services (800) 372-2022

Apply for these programs at: www.assist.dhss.delaware.gov

- Cash Assistance
- Temporary Aid for Needy Families (TANF)
- Supplemental Nutrition Assistance Program (SNAP)
- Child Care
- Medicaid

DIVISION OF STATE SERVICE CENTERS

(302) 255-9675

- Kinship Care Program
- Emergency Services

DIVISION OF SERVICES FOR AGING & ADULTS WITH PHYSICAL DISABILITIES (DSAAPD)

(800) 223-9074

- Camp Respite
- Grand Time Off

For more information about the Grand Time Off program contact: Children and Families First - (800) 546-7449

For more information about the Camp Respite program contact your local YMCA. Information can be found in the white pages of your local telephone directory for the nearest location.

DIVISION OF PUBLIC HEALTH - CHILD DEVELOPMENT WATCH

New Castle County (800) 671-0050 Kent and Sussex Counties (800) 752-9393

Joining Generations continued



DEPARTMENT OF SERVICES FOR CHILDREN, YOUTH AND THEIR FAMILIES

(302) 633-2500

- Adoption
- Child Mental Health
- Family Services
- Foster Care
- Prevention and Early Intervention
- Services for Individuals and Families
- Youth Rehabilitation Services

GRANDPARENTS & RELATIVES RAISING OTHER RELATIVES' CHILDREN - SOURCES OF INFORMATION

Wilmington: Wilmington Senior Center

Grandparent Resource Center

(302) 651-3420

Statewide: DELAWARE KINSHIP NAVIGATOR -

New Castle County - (302) 479-1588

Kent and Sussex Counties - (888) 546-7449

Joining Generations

(800) 223-9074

www.dhss.delaware/gov/dsaapd

or

DSAAPDinfo@state.de.us

PARENTING EDUCATION TRAINING

Attend at least six sessions to earn a parenting certificate. Inquire in advance if childcare is available.

Children and Families First

Grandparent-relative Caregiver Education, Information, and Support Series (800) 734-2388

CHILD Inc.

New Castle County (302) 762-8989 Kent and Sussex Counties (800) 874-2070

SUPPORT, EDUCATION AND INFORMATION GROUPS

Support, education, and information groups are offered throughout the state. Any of the Grandparent Resource Centers or the statewide resource providers can provide information on a group in their geographic area.

Also check out the Division of Services for Aging and Adults with Physical disabilities' website at:

www.dhss.delaware.gov/dsaapd

Select "information" and then "Intergenerational Programs" or "Featured Services – Support for Grandparents Raising Grandchildren".

You may also contact Joining Generations at (800) 223-9074 or by e-mail at DSAAPDinfo@state.de.us



Legal Services



For information about Delaware's state court system go to www.courts.state.de.us.

DELAWARE VOLUNTEER LEGAL SERVICES, INC. (DVLS)

DVLS screens and refers low-income clients with civil cases to volunteer attorneys. Types of cases, depending on attorney availability, include landlord/tenant, wills, family law, foreclosures, consumer, government benefits, guardianships, advanced directives, power of attorney and personal injury defense. DVLS cannot accept fee-generating, criminal cases, DUI's, child support or medical or legal malpractice cases. Call for intake between 9 a.m. and 5 p.m. weekdays. Service is free.

Delaware Volunteer Legal Services, Inc.

P.O.Box 7306, Wilmington, DE 19803 (302) 478-8850 / (800) 773-0606

DISABILITIES LAW/ELDER LAW PROGRAMS

These programs are operated statewide through the Community Legal Aid Society, Inc. It provides legal services to Delawareans who are 60 years of age and over or persons with disabilities in non-criminal and non-fee generating cases. Services include legal counseling and representation in appropriate court cases as well as the drafting of powers of attorney and advance health care directives. Assistance is also provided for consumer problems, problems associated with nursing home or long-term care facilities, and problems related to government benefits such as Social Security and Supplemental Security Income. The Elder Law Program will provide consultation in matters of insurance or home ownership.

They also provides a community education service through which presentations are made before groups about their services and the potential legal problems older persons and persons with disabilities face. For a free copy of the "Legal Handbook for Older Delawareans" and other brochures, call:

WILMINGTON/NEW CASTLE COUNTY

Elder Law/Disabilities Law Programs

100 W. 10th Street, Suite 801 Wilmington, DE 19801 (302) 575-0666

KENT COUNTY

Elder Law/Disabilities Law Program

840 Walker Rd.

Dover. DE 19904 (302) 674-8500

SUSSEX COUNTY

Elder Law/Disabilities Law Program

144 E. Market St. Georgetown, DE 19947 (302) 856-0038

LAWYER REFERRAL SERVICE

A public service administered by the Delaware State Bar Association, the Lawyer Referral Service will locate an attorney who has experience in the area of law for which advice is sought. A fee is charged for the first half-hour of consultation and paid to the attorney. In many cases, the initial consultation solves the problem; however, if further legal service is necessary, an additional fee may be agreed upon between the attorney and client. For more information, call:

Lawver Referral Service Delaware State Bar Association

1225 N. King St., 10th Floor Wilmington, DE 19801 (302) 478-8850 / (800) 773-0606

Legal Services continued



LEGAL SERVICES CORP. OF DELAWARE

This is a federally funded program to provide free legal services to low income persons. Types of cases include consumer law, bankruptcy, landlord-tenant concerns and unemployment compensation.

100 W. 10th St., Wilmington, DE 19801 (302) 575-0408

or

2085 Governor's Ave., Dover, DE 19903 (302) 734-8820

LEGAL HELPLINK

Call this central intake number for the above legal service agencies. (302) 478-8850

ADVANCED HEALTH CARE DIRECTIVE

The Health Care Decisions Act allows adults "who are competent and of sound mind" to make a written declaration regarding health care they want or do not want; to direct the provision, withholding or withdrawal of life-sustaining procedures; or to name an agent who will make health care decisions for them when they are not able. For more information, call:

Division of Services for Aging and Adults with Physical Disabilities:

New Castle County (302) 255-9390 Kent/Sussex County (302) 424-7310 Statewide Toll Free (800) 223-9074

E-mail: dsaapdinfo@state.de.us

Long Term Care Ombudsman Program (DLTCOP)



DHSS' Long Term Care Ombudsman Program provides impartial fact-finders whose job it is to assure that adults in licensed institutions, nursing homes, assisted living and adult foster care homes receive fair treatment. The Ombudsman seeks to:

- Investigate and resolve complaints made by or on behalf or residents of long term care facilities regarding violations of patients rights.
- Train volunteers and others to participate in the Ombudsman Program.

Residents of Delaware nursing homes and related facilities have 33 rights protected by the state of Delaware.

For a list of those rights and how the Long Term Care Ombudsman Program and the Volunteer Ombudsman corps safeguard those rights, visit our web site, www.dhss.delaware.gov/dsaapd.



The Long Term Care Ombudsman Program is funded by the Older Americans Act through the U. S. Administration on Aging.

Long Term Care Ombudsman Program continued



- Advocate for improving the quality of life for residents of long term care facilities.
- Provide information and training to residents, families, and staff on topics such as patient rights, living wills, and patient abuse.

For more information, or to register a problem or complaint, call:

DHSS Division of Services for Aging and Adults with Physical Disabilities

New Castle County (302) 255-9390 Kent/Sussex County (302) 424-7310 Statewide Toll Free (800) 223-9074

E-mail: dsaapdinfo@state.de.us

DHSS DIVISION OF LONG TERM CARE RESIDENTS PROTECTION (DLTCRP)

The mission of the Division of Long Term Care Residents Protection is to (1) promote the quality of care, safety and security of people living in long term care facilities and (2) to ensure facilities' compliance with applicable state and federal laws and regulations designed to protect these residents. The Division:

- licenses long term care facilities and conducts annual, complaint driven and surprise inspections to determine compliance with federal and state statutes and regulations.
- enforces state statutes and regulations regarding the quality of care and quality of life of long term care residents, as well as conveys survey results regarding federally-certified facilities to



1-800-223-9074



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Services for Aging and Adults with Physical Disabilities

Long Term Care Ombudsman Program continued



the federal government for enforcement.

- serves as a centralized location to which complaints regarding long term care may be directed and evaluated for appropriate referral.
- receives and investigates complaints of alleged crimes such as abuse, neglect and financial exploitation.
- implements and enforces the criminal background check law for applicants for long term care jobs and advises facilities of results disqualifying applicant(s) from employment.
- manages the Adult Abuse Registry and Certified Nursing Assistant Registry.

For more information or to make a complaint (877) 453-0012

New Castle County
3 Mill Road, Suite 308
Wilmington, DE 19806 (302) 577-6661

Kent/Sussex County
The Windsor Building, 24 N.W. Front Street
Milford, DE 19963 (302) 424-8600

OFFICE OF THE PUBLIC GUARDIAN

In cases where persons appear incapable of managing themselves or their property, this office can provide a legal guardian to assume that responsibility. This would normally occur when an individual is without friends or family, or whose friends or family are not willing to assume guardianship. A court hearing must occur in order to determine the individual's incapacity, and to establish the absence of

willing private guardians. Once appointed, the guardian, under the direction of the Court, takes full responsibility for the management of the person, his/her property, or both. For more information, call:

WILMINGTON/NEW CASTLE COUNTY

Office of the Public Guardian

900 King Street Wilmington, DE 19801

(302) 255-1900

Fax: (302) 577-2989

KENT/SUSSEX COUNTY

(302) 659-6880 / (302) 856-5431

REGISTER OF WILLS

(302) 395-7800, (302) 744-2330, (302) 855-7875

We can help you via e-mail! dsaapdinfo@state.de.us

"My mom's in Delaware and I'm not. Can you help me find services for her such as home health care, assisted living and an elder law attorney?"

Our helpful staff welcomes your e-mail questions and we will answer them in a timely manner.



Delaware's Volunteer Ombudsman Program: Improving the quality of life for residents of long term care facilities

Volunteering in a nursing home brings life to those who are still part of our community, but are often out of sight and forgotten because many find a nursing home an uncomfortable place to visit.

Volunteer Ombudsmen are friendly visitors and they make life better for those who reside in Delaware's long term care facilities. This group of individuals trained in resident rights and armed with big hearts, visit disabled and elderly residents in nursing homes in their own communities.

A listening ear

These advocates give a voice to residents and families who may have concerns they cannot handle themselves. Turning a listening ear to problems ranging from cold coffee to more serious issues, they seek to alleviate the loneliness and isolation felt by residents. They love what they do. Their lives are enriched. They make a difference.

Volunteer Ombudsmen complete a 15-hour initial training program and then attend continuing education classes 3-4 times per year. They are assigned to a facility close to their home and asked to visit regularly. Each volunteer decides how many hours he or she can give to the program. It is a highly individualized program and a one-year commitment is requested.

Experience the program

If you have ever wanted to visit a nursing home, but were afraid to try, we now have a solution to your dilemma. The Volunteer Ombudsman Program has added a "shadowing" component to its basic program. You can now "shadow" an experienced volunteer during his or her visit in the field. Experience the program firsthand in your community; see if it fits your interests.

Become an advocate

The care, concern, training and professionalism of Delaware's Volunteer Ombudsmen help assure dignity, respect, and quality of life for the disabled and elderly in long term care facilities in your community.

For information about volunteer opportunities with Delaware's Long Term Care Ombudsman Program, call 1-800-223-9074 or visit www.dhss.delaware.gov/dsaapd

Medical/Health Care



CANCER RESOURCES:

American Cancer Society, (800) ACS-2345, www.cancer.org Cancer Care, (800) 813-HOPE, www.cancercare.org Cancer Care Connection, (302) 266-8050 and (866) 266-7008 Cancer Resource Network, (800) 227-2345 Delaware Breast Cancer Coalition, (866) 312-DBCC Delaware Cancer Treatment Program (Division of Public Health), (800) 996-9969

National Cancer Institute, (800) 422-6237, www.cancer.gov People Living with Cancer, (888) 651-3038, www.plwc.org Wellness Community Delaware, (302) 995-2850, (302)734-0898, (302) 227-1155

Take the worry out of rising healthcare costs.



If you are a homeowner age 62+, you can use a Reverse Mortgage to give you the money you need for medical expenses, prescriptions or care.

For information or a FREE Consultation: Trish Kauker, CSA, Vice President Reverse Mortgage 302.283.4578 | 877.990.1990 tkauker@wsfsbank.com





Medical/Health Care continued



DELAWARE ASSISTIVE TECHNOLOGY INITIATIVE (DATI)

The Delaware Assistive Technology Initiative (DATI) focuses on improving public awareness, public access to information, funding for assistive technology devices and services, training and technical assistance, and coordination of statewide activities. The project has established three barrier-free Assistive Technology Resource Centers (ATRC's) that are open to the public of all ages. They house assistive technology devices and materials that are available for demonstration and short-term loan.

CENTRAL SITE

Center for Applied Science and Engineering University of Delaware and duPont Hospital for Children

P.O. Box 269, Wilmington, DE 19899

(800) 870-DATI

(302) 651-6790

(302) 651-6794 TTY

Fax (302) 651-6793

Serious Wound Care Starts Here

Offering the newest therapies in wound treatment:

- Hyperbaric oxygen therapy
- Skin Substitutes
- Negative

- Growth factor therapy
- Compression therapy

pressure therapy

Locations in Wilmington and Smyrna 302-765-4132 www.christianacare.org/woundcenter

Wound Care Center*

Wound Care Center is a Wound Care Centers Inc. network member.



Easter Seals Serves





ADULT DAY SERVICES | OUTPATIENT REHABILITATION THERAPY | ASSISTIVE TECHNOLOGY SERVICES

Are you a senior who has had a stroke, or perhaps a hip replacement? Are you a caregiver who needs help caring for a senior? If you have had an injury or liness, Easter Seals has solutions that can help you regain your independence and ability to live at home.

1-800-677-3800 www.de.easterseals.com



Easter Seals: Solutions for Independence. All Ages. All Abilities.

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Prosthetics & Orthotics

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1.877.4.LAWALL

...Enjoying Life Without Limits...

Wilmington, DE 302.429.7630 Dover, DE 302.677.0693

Medical/Health Care continued



Kent County ATRC Easter Seals Kent County Center

100 Enterprise Place, Suite 1 Dover, DE 19904-8200 (302) 739-6885, (302) 739-6886 (TDD) (302) 739-6887 (fax)

Sussex County ATRC

20123 Office Circle Georgetown, DE 19947 (302) 856-7946, (302) 856-6714 (TDD) (302) 856-6990 (fax)

Foundation for Health Coverage

Call or visit the web site to identify health coverage options available in Delaware.

(800) 234-1317 www.coverageforall.org



HEALTH CLINICS

The following health clinics are just some of those that offer sliding scale fees for persons with minimal or no health insurance. Contact your local hospital or visit their web site to review the variety of programs they offer to persons with minimal or no health insurance coverage:

Center of Hope (St. Claire Medical Outreach) (302) 369-9370

Claymont Family Health Services (302) 798-9755

Christiana Care (Helen F. Graham Cancer Center) Breast Cancer Special Needs Fund (302) 623-4700



Medical/Health Care continued



Delaware Tech. Dental Clinic

(302) 571-5364

Henrietta Johnson Medical Center

(302) 655-6190/761-4610

Hope Medical Center (at Modern Maturity Center, Dover) (302) 735-7551

Kent Community Health Center (Delmarva Rural Ministries) (302) 678-2000

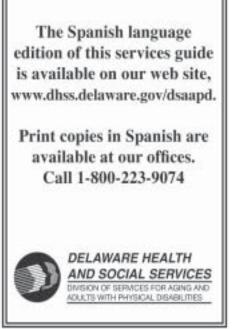
La Red Health Center (302) 855-1233.

Planned Parenthood

(302) 731-7801 / 655-7293 / 798-8000 / 678-5200 / 645-2737

Sacred Heart Health Center (302) 225-7880





West Side Health Services

(302) 655-5822 / 575-1414 / 455-0900

Wilmington Hospital Dental Clinic (302) 428-4850

Wilmington Hospital Health Dept. (302) 428-4410

HEALTH SCREENINGS

DHSS' Division of Public Health offers health screening services by appointment in clinics located throughout the state to persons age 35 and over. Call the Delaware Helpline at (800) 464-4357 or 211 for a list of state service centers and the services available.

The Delaware Division of Public Health has dental clinics at several state service centers. Call (800) 464-HELP or 211 for the clinic nearest you.



Medical/Health Care continued



LIONS CLUBS

The Milton Lions Club has a medical equipment loan program. Call (302) 684-8669 to donate equipment or to request an equipment loan. Contact other Lions Clubs in Delaware to see if they have similar programs.

MEDICAL SOCIETY OF DELAWARE

The Medical Society of Delaware responds to questions concerning the medical profession and will help individuals in search of a physician by making referrals to private physicians throughout the state. For more information, call:

Medical Society of Delaware

131 Continental Drive Newark, DE 19713 (302) 658-7596 / (800) 348-6800

MOBILE DENTISTRY

Delaware Mobile Dentistry offers general dental care to residents of nursing homes, retirement communities and rehabilitation facilities in southern Delaware. They are accessible to persons using a wheelchair. If you live near Dover, they may be able to call on you at home. Charges are comparable to services in a dentist's private office.

Dr. Terry A. Bryan, D.M.D.

189 South Fairfield Drive, Dover, DE 19901 (302) 698-9901

NEMOURS HEALTH CLINIC

The Nemours Health Clinic offers dental care, eye care, eyeglasses and audiology services including hearing aids, to low income Delaware residents over the age of 65. Dental care, eyeglasses and associated examinations and audiology services are provided at no out-of-pocket expense. The Clinic has a \$5.00 minimum charge for each prescription. For more detailed information concerning services, call Patient Services Department between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday (except holidays).

Nemours Health Clinic

1801 Rockland Road, Wilmington, DE 19803 (302) 651-4405 (800) 763-9326

We can help you via e-mail! dsaapdinfo@state.de.us

"My mom's in Delaware and I'm not. Can you help me find services for her such as home health care, assisted living and an elder law attorney?"

Our helpful staff welcomes your e-mail questions and we will answer them in a timely manner.



Medical/Health Care continued



Neurologic and Older Adult Physical Therapy Clinic

The Clinic is a unique outpatient rehabilitation clinic located in the University of Delaware. The clinic offers access to academic and clinical faculty who specialize in geriatric physical therapy.

Neurologic and Older Adult Physical Therapy Clinic

057 McKinley Laboratory University of Delaware, Newark, DE 19716 (302) 831-8893

OTHER IMPORTANT NUMBERS:

Call A Nurse (Christiana Care) (302) 428-4100

Christiana Care HIV Program (302) 255-1300

Christiana Care House Calls Program

(302) 421-2700 / 325-2309

Community Healthcare Access Program (CHAP)

(800) 996-9969

Consumer Health Information Service of the Delaware Academy of Medicine

(302) 836-2725 / 736-7079 / 227-2854 or www.healthyde.org.

Mobile Crisis Intervention Unit

(800) 652-2929

Poison Control Center

(800) 222-1222

Transplant patient/donor resources

(888) 894-6361

PRACTICE WITHOUT PRESSURE CENTER

An organization that helps people, especially those with disabilities, overcome their fear of medical, dental and personal care procedures so that they can receive care without restraints or trauma - and with dignity and respect. At its new center in Bear, Delaware, Practice Without Pressure (PWP) combines practice for fearful patients and treatment for all in one convenient location. Practice and professional services include dental care, blood draws and women's health as well as nail and hair care. PWP accepts Medicare and Medicaid and will assist clients with major medical insurance claims. The Center is wheelchair accessible and near I-95 and Route 1.

Practice & Procedure Center

2470 Sunset Lake Road, Newark, DE 19702 (302) 832-2800 requestinfo@pwpde.com www.pwpde.com

PRESCRIPTION ASSISTANCE PROGRAM

The State of Delaware offers a prescription assistance program for qualified low-income adults with disabilities and seniors over the age of 65 who qualify. The plan covers up to \$3,000/year and requires a

Read it on line! Our web site is at your service 24 hours a day. Check it out. You'll find a lot of helpful consumer information there. www.dhss.delaware.gov/dsaapd DELAWARE HEALTH AND SOCIAL SERVICES DIVISION OF SERVICES FOR AGING AND ADULTS WITH PHYSICAL DISABILITIES

Medical/Health Care continued



\$5.00 or 25% co-pay based on the drug cost (whichever is higher).

Prescription Assistance Program (800) 996-9969

FREE PRESCRIPTION MEDICINE AVAILABLE TO THOSE WHO QUALIFY

Free Medicine Foundation

(573) 996-3333 www.freemedicinefoundation.com

Prescription assistance programs:

www.azandme.com (Astra Zeneca Prescription savings program)
www.benefitscheckup.org
www.helpingpatients.org
www.needymeds.org
www.pparx.org
www.phrma.org
www.rxassist.org

SCREENING FOR LIFE, Delaware Division of Public Health

Screening for Life offers FREE pap smears, mammograms and colorectal screenings to eligible men and women.

(302) 741-8614 or (800) 464- HELP or 211

SPECIAL NEEDS ALERT PROGRAM (SNAP)

SNAP identifies children and adults with special health care needs before an emergency situation. Register your child/adult with special health care needs with Delaware's 911 system. Call (302) 744-5400 or go to www.dhss.delaware.gov/dph/ems/emscsnap.html.

STATE BOARD OF PHARMACY

The State Board of Pharmacy can be of assistance if you believe your prescriptions have been inadvertently switched, the directions on your prescription are incorrect, or the pharmacist has misfiled the record of your prescriptions. The Board also investigates incidents of prescription fraud.

If you believe you have one of the above problems concerning your prescription(s), go to www.dpr.delaware.gov or call:

State Board of Pharmacy

Cannon Building, 861 Silver Lake Blvd. Dover, DE 19904 (302) 744-4500

TEL-MED INFORMATION

General information on more than 240 medical, dental and other health-related topics can be obtained by calling TEL-MED. The service, sponsored by the Delaware Academy of Medicine, may be reached by checking the listing of subjects in the Blue Pages of the Verizon telephone book or going to www.delamed.org. For more information, call:

TEL-MED

(302) 571-1010 or (800) 794-6565

Medical/Health Care continued



VETERANS AFFAIRS

Call (800) 827-1000 with questions about veterans benefits or go to www.va.gov.

Wilmington Veterans' Outreach Center (readjustment counseling services)

2710 Centreville Road, Wilmington, DE 19808 (302) 994-1660 www.wilmington.va.gov

Women Veterans Health Center

(302) 633-5451 or (800) 461-8262, ext. 5451



HOSPITALS

Contact each hospital or go to their web sites to review the variety of community education programs, services for low income or uninsured people and support groups offered throughout Delaware.

NEW CASTLE COUNTY

Christiana Care Health Services - Christiana Hospital

4755 Stanton Ogletown Road P.O. Box 6001 Newark, DE 19713

Wilmington Hospital

501 W. 14th Street P.O. Box 1668 Wilmington, DE 19802 (302) 733-1000

Delaware Psychiatric Center

1901 N.DuPont Highway New Castle, DE 19720 (302) 255-2700

MeadowWood Behavioral Health System

575 S. DuPont Highway New Castle, DE 19720 (302) 328-3330

Rockford Center

100 Rockford Dr. Newark, DE 19713 (302) 996-5480

St. Francis Hospital

7th & Clayton Sts. P.O. Box 2500 Wilmington, DE 19805 (302) 421-4100

Veterans Administration Medical Center

1601 Kirkwood Hwy. Wilmington, DE 19805 (302) 994-2511

The Spanish language edition of this services guide is available on our web site, www.dhss.delaware.gov/dsaapd.

Print copies in Spanish are available at our offices. Call 1-800-223-9074



Medical/Health Care continued



KENT COUNTY

Bayhealth at Kent General Hospital

640 S. State St. Dover, DE 19901 (302) 674-4700

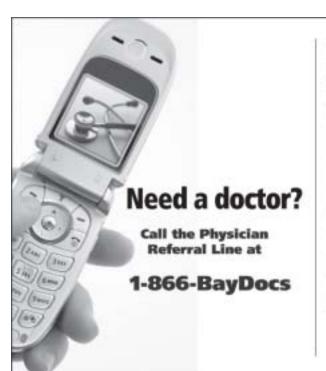
SUSSEX COUNTY

Bayhealth at Milford Memorial Hospital

P.O. Box 199 21 W. Clarke Ave. Milford, DE 19963 (302) 422-3311

Beebe Medical Center

424 Savannah Rd. Lewes, DE 19958 (302) 645-3300



From allergists to urologists and every physician specialty in between, you'll find the right doctor to meet your needs by calling Bayhealth's Physician Referral Line. Or, visit Bayhealth's online physician referral service at www.bayhealth.org, where you can search our interactive physician database 24 hours a day.



Beebe Physicians Provide Quality Care

Visit our website for a list of our staff physicians www.beebemed.org

or call our Physician Referral Line at (302) 645-3332.



Call for a free Medical Staff Directory. It contains more than 200 family-care physicians, specialists, and consulting staff. (302) 645-3468



Lewes, Delaware www.beebemed.org

Medical/Health Care continued



Nanticoke Memorial Hospital

801 Middleford Rd. Seaford, DE 19973 (302) 629-6611

Pennsylvania Rehabilitation Hospitals:

Bryn Mawr Hospital (888) REHAB41 Magee Hospital (800) 96MAGEE

Moss Hospital

(215) 456-9900 (215) 663-6000

Need A Physician?

1-877-NHS-4-DOCS





A renewed spirit of caring-

801 Middleford Road • Seaford, DE 19973 www.nanticoke.org

Read it on line!

Our web site is at your service 24 hours a day. Check it out. You'll find a lot of helpful consumer information there.

www.dhss.delaware.gov/dsaapd



Medicare and Medicaid/ Health Insurance Counseling



MEDICARE

Medicare is a federal health insurance program for people aged 65 and older, qualified disabled persons, and persons with chronic kidney disease. Local Social Security Administration offices take applications for Medicare and provide information about the program. See the Social Security and Supplemental Security Income section of this guide. For more information, call (800)MEDICARE or www.medicare.gov.

Quality of Care Issues

Quality Insights (866) 475-9669 (302) 475-8100



Medicare and Medicaid/ Health Insurance Counseling continued



Visit www.AccesstoBenefits.org and www.BenefitsCheckUpRX.org for information about services you may be entitled to. Register at www.MyMedicare.gov, Medicare's secure online service for accessing your personal Medicare information.

MEDICARE RIGHTS CENTER

(800) 333-4114 www.MedicareRights.org

MEDICARE SAVINGS PROGRAMS

Delaware has a program that pays Medicare premiums and in some cases may also pay Part A and Part B deductibles and coinsurance for persons that meet income requirements. Call the Delaware Medicaid QMB/SSI Unit at (302) 453-4124 or (302) 424-7190 or ELDERinfo at (800) 336-9500 for information about Delaware Medicare Savings Programs.

DELAWARE SENIOR MEDICARE PATROL

Delaware Senior Medicare Patrol is a federally funded project offered through the Delaware Division of Services for Aging and Adults with Physical Disabilities to teach Medicare beneficiaries to be better health care consumers. Call to speak with the project director about volunteering, to request a speaker, a brochure or to discuss health care payment issues.

Delaware Senior Medicare Patrol

(800) 223-9074

E-mail: dsaapdinfo@state.de.us www.stopmedicarefraud.gov

MEDICAID

DHSS' Division of Medicaid and Medical Assistance (DMMA) administers the Medicaid Program (also known as Medical Assistance or Title XIX of the Social Security Act). This is a federal/state insurance program which covers specified medical expenses for the low-income aged, blind, and disabled. There are distinct eligibility criteria for participation in the program. For more information call:

New Castle County (302) 368-6610

Kent/Sussex County (302) 424-7210/(800)372-2022

MEDICAID WAIVERS FOR THE ELDERLY AND DISABLED, ACQUIRED BRAIN INJURY AND ASSISTED LIVING

The Medicaid Home and Community-Based Services Waiver Program allows low-income disabled and elderly persons to remain in their own homes rather than going into an institutional setting.

Need help with Medicare?...

Visit with a trained Medicare counselor. No fees, No charges!

Assistance with your statements/questions!

Avoid paying medical bills you do not owe!

For assistance, please call for an appointment!

1-800-223-9074.





www.dhss.delaware.gov/dsaapd

Program funded by the Older Americans Act through the U. S. Administration on Aging.

Medicare and Medicaid/ Health Insurance Counseling continued



A person who is eligible for this program can receive all regular Medicaid services and, as needed, case management, homemaker, respite care (both home and institutional), an emergency response system and day care. For eligibility information, call DMMA at:

New Castle County (302) 368-6610 Kent/Sussex County (302) 424-7210

For program information call DHSS Division of Services for Aging and Adults with Physical Disabilities at:

New Castle County (302) 391-3500 Kent/Sussex Counties (302) 424-7310 Toll free (800) 223-9074

We can help you via e-mail! dsaapdinfo@state.de.us

"My mom's in Delaware and I'm not. Can you help me find services for her such as home health care, assisted living and an elder law attorney?"

Our helpful staff welcomes your e-mail questions and we will answer them in a timely manner.



HEALTH INSURANCE COUNSELING

ELDERinfo is a program designed to help Medicare beneficiaries in Delaware deal with the complex and often confusing health insurance system. ELDERinfo provides information, counseling, and assistance on matters related to Medicare, Medicaid, Medicare supplement insurance, Medicare Advantage, long term care insurance, and other types of health insurance. ELDERinfo is a public service provided by the Delaware Insurance Department. ELDERinfo services are provided free of charge.

For more information, contact:

ELDERinfo, Delaware Insurance Department

(800) 336-9500



Health Insurance Counseling for People with Medicare

A public service providing help with and information about:

MEDICARE • MEDICARE SUPPLEMENT INSURANCE MEDICAID • LONG TERM CARE INSURANCE MEDICARE ADVANTAGE

1-800-336-9500

www.delawareinsurance.gov/departments/elder/eldindex.shtml

A Public Service of the State of Delaware Insurance Department and funded in part by a grant from the Centers for Medicare and Medicaid Services (CMS).

Mental Health/Counseling

There is a wide range of counseling and mental health services, both public and private, in Delaware. Private providers can be located in the yellow pages of the phone book. Below is a partial listing of community-based services funded through DHSS' Division of Substance Abuse and Mental Health and other public programs specifically targeting the elderly and persons with disabilities with mental health problems. For more information, call:

Division of Substance Abuse and Mental Health (DSAMH) (302) 255-9399 / (800) 652-2929

ADVOCACY/SELF-HELP GROUPS

For information on advocacy/self-help groups across Delaware representing the interests of the chemically dependent and mentally ill and their families call:

Alcoholics Anonymous (302) 655-5113 / 736-1567 / 856-6452

Delaware Association for Children of Alcoholics (DACOA) (877) 302-2262

Delaware Council on Gambling Problems, Inc.

100 W. 10th St., Suite 303 Wilmington, DE 19801 (302) 655-3261 / (888) 850-8888

Delmarva Rural Ministries Hispanic Outreach Social Services (302) 678-3652

Gambler's Anonymous (302) 984-2277 / 761-9100

Jewish Family Service of Delaware (302) 478-9411

Narcotics Anonymous (800) 317-3222

National Suicide Prevention Lifeline

(800) 273-TALK or (888) 628-9454 (Spanish)

New Directions meets monthly and offers educational sessions and support group meetings (302) 286-1161

EMERGENCY/CRISIS INTERVENTION SERVICES

Program providing 24-hour telephone services, and face-to-face intervention, as needed, for mental health emergencies.

NEW CASTLE COUNTY (302) 577-2484 KENT/SUSSEX COUNTY (800) 652-2929 MOBILE CRISIS UNIT (800) 652-2929 CONTACT DELAWARE (302) 761-9100

PARTIAL HOSPITAL TREATMENT CENTER

The center offers an intensive outpatient program to patients with psychotic and non-psychotic illnesses, including patients with concurrent medical conditions. Length of stay ranges from 2 to 8 weeks. The program meets 5 days/week from 9 a.m – 3 p.m. The program does not provide treatment for those with primary substance abuse or moderate to severe mental retardation or dementia.

Wilmington Hospital

P.O. Box 1668, 501 W. 14th Street

Wilmington, DE 19899 (302) 428-2357 24 Hour Crisis Hotline (302) 428-2118

Connections CSP Program

Connections CSP is a program for adults with psychiatric problems who live in supervised group homes.

(866) 477-5345

Nursing Homes/Continuing Care Retirement Communities (CCRC)



The term "nursing home" generally refers to a long term care facility which provides services to persons who are no longer able to live independently in the community. Following is a list of licensed nursing homes in Delaware. Visit www.medicare.gov for a list of nursing homes and for inspection survey results.

The Delaware Nursing Home Residents Quality Assurance Commission monitors Delaware's quality assurance system for nursing home residents in both privately-operated and state-operated facilities so that complaints of abuse, neglect, mistreatment, financial exploitation and other complaints are responded to in a timely manner. The Commission office is at 3000 Newport Gap Pike, Wilmington, DE 19808 and can be reached at (302) 995-8400, ext. 8408.

LONG TERM CARE OMBUDSMAN PROGRAM

DHSS' Long Term Care Ombudsman Program provides impartial fact-finders whose job it is to assure that adults in licensed institutions, nursing homes, assisted living and adult foster care homes receive fair treatment. The Ombudsman seeks to:

- Investigate and resolve complaints made by or on behalf or residents of long term care facilities regarding violations of patients rights.
- Train volunteers and others to participate in the Ombudsman Program.

- Advocate for improving the quality of life for residents of long term care facilities.
- Provide information and training to residents, families, and staff on topics such as patient rights, living wills, and patient abuse.

For more information, or to register a problem or complaint, call:

DHSS Division of Services for Aging and Adults with Physical Disabilities

New Castle County (302) 255-9390 Kent/Sussex County (302) 424-7310 Statewide Toll Free (800) 223-9074

E-mail dsaapdinfo@state.de.us

Residents of Delaware nursing homes and related facilities have 33 rights protected by the state of Delaware.

For a list of those rights and how the Long Term Care Ombudsman Program and the Volunteer Ombudsman corps safeguard those rights, visit our web site, www.dhss.delaware.gov/dsaapd.



The Long Term Care Ombudsman Program is funded by the Older Americans Act through the U. S. Administration on Aging.

Nursing Homes/Continuing Care Retirement Communities (CCRC) continued



DHSS Division of Long Term Care Residents Protection

The mission of the Division of Long Term Care Residents Protection is to (1) promote the quality of care, safety and security of people living in long term care facilities and (2) to ensure facilities' compliance with applicable state and federal laws and regulations designed to protect these residents. The Division:

- licenses long term care facilities and conducts annual, complaint driven and surprise inspections to determine compliance with federal and state statutes and regulations.
- enforces state statutes and regulations regarding the quality of care and quality of life of long term care residents, as well as conveys survey results regarding federally-certified facilities to the federal government for enforcement.
- serves as a centralized location to which complaints regarding long term care may be directed and evaluated for appropriate referral.
- receives and investigates complaints of alleged crimes such as abuse, neglect and financial exploitation.
- implements and enforces the criminal background check law for applicants for long term care jobs and advises facilities of results disqualifying applicant(s) from employment.
- manages the Adult Abuse Registry and Certified Nursing Assistant Registry.

For more information or to make a complaint: (877) 453-0012

New Castle County 3 Mill Road, Suite 308 Wilmington, DE 19806

(302) 577-6661

Kent/Sussex County
The Windsor Building, 24 N.W. Front Street
Milford, DE 19963 (302) 424-8600

NURSING HOMES

WILMINGTON

Cadia Healthcare Riverside

700 Lea Blvd. Wilmington, DE 19802 (302) 765-4400

Gilpin Hall

1101 Gilpin Ave. Wilmington, DE 19806 (302) 654-4486

Hillside Center

810 S. Broom Street Wilmington, DE 19805 (302) 652-1181

Gilpin Hall

1101 Gilpin Avenue



ADULT DAY PROGRAM ASSISTED CARE NURSING & RESPITE CARE

For over a century and a half, with changes in name, location and services, there has been one constant purpose which is as strong today as it was in 1824 to provide a high quality of care for senior members of our community.

Gilpin Hall's residents benefit from a wide range of professional services offered in a setting that is attractive, friendly, safe and comfortable.

There is variety in a Gilpin day!

A Private Non-Profit Community

For more information about Gilpin Hall call 302-654-4486 or visit our web site www.gilpinhall.org

Nursing Homes/Continuing Care Retirement Communities (CCRC) continued



Kentmere Nursing Care Center

1900 Lovering Avenue Wilmington, DE 19806 (302) 652-3311

Parkview Nursing and Rehabilitation Center

2801 W. 6th Street Wilmington, DE 19805 (302) 655-6135

Regency Healthcare and Rehabilitation Center

801 N. Broom Street Wilmington, DE 19806 (302) 654-8400

NEW CASTLE COUNTY

Accord Health Service at Brandywine

505 Greenbank Road Wilmington, DE 19808 (302) 998-0101

Arbors at New Castle

32 Buena Vista Drive New Castle, DE 19720 (302) 328-2580

Broadmeadow Healthcare

500 S. Broad Street Middletown, DE 19709 (302) 449-3400

Cadia Rehabilitation Pike Creek

3540 Three Little Bakers Blvd. Wilmington, DE 19808 (302) 455-0808

Churchman Village

4949 Ogletown-Stanton Rd. Newark, DE 19713 (302) 998-6900

Cokesbury Village

726 Loveville Road Hockessin, DE 19707 (302) 235-6031

Delaware Psychiatric Center (DHSS)

Carvel Building 1901 N. DuPont Hwy. New Castle DE 19720 (302) 255-2700

Emily P. Bissell Hospital (DHSS)

3000 Newport Gap Pike Wilmington, DE 19808 (302) 995-8434

The road to recovery now has a fast lane.

We know you're eager to get back home to the daily activities and routines you enjoy. With our ShortStay services, staff members are focused on your speedy recovery. They can identify and meet your post-hospital needs and will collaborate with your personal physicians to provide therapies best suited to your unique needs. Our comfortable rooms, dining and common areas even bring a little bit of home to your stay. We know you've been through a lot. Let us help you with your speedy recovery. Please visit or call us today.

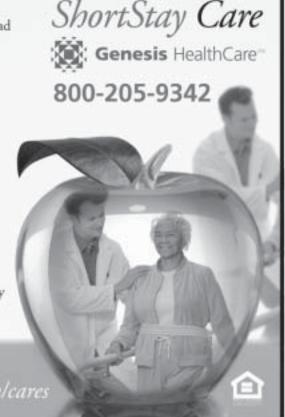
Churchman Village 4949 Ogletown-Stanton Road Newark, DE

Hillside Center 810 South Broom Street Wilmington, DE

Silver Lake Center 1080 Silver Lake Blvd Dover, DE

Milford Center 700 Marvel Road Milford, DE

Seaford Center 1100 Norman Eskridge Hwy Seaford, DE



Nursing Homes/Continuing Care Retirement Communities (CCRC) continued



Forwood Manor

1912 Marsh Road Wilmington, DE 19810 (302) 529-1600

Foulk Manor North

1212 Foulk Road Wilmington, DE 19803 (302) 478-4296

Foulk Manor South

407 Foulk Road Wilmington, DE 19803 (302) 655-6249

Governor Bacon Health Center (DHSS)

Tilton Building P.O. Box 559 Delaware City, DE 19706 (302) 836-2550

Highfield, Masonic Home of Delaware

4800 Lancaster Pike Wilmington, DE 19807 (302) 994-4434

Jeanne Jugan Residence

185 Salem Church Road Newark, DE 19713 (302) 368-5886

Manor Care Pike Creek Health Services

5651 Limestone Road Wilmington, DE 19808 (302) 239-8583

Manor Care Wilmington Health Services

700 Foulk Rd. Wilmington, DE 19803 (302) 764-0181

Mary Campbell Center

4641 Weldin Road Wilmington, DE 19803 (302) 762-6025

Methodist Country House

4830 Kennett Pike Wilmington, DE 19807 (302) 426-8112

Millcroft

255 Possum Park Road Newark, DE. 19711 (302) 366-0160

Milton and Hattie Kutz Home

704 River Road Wilmington, DE 19809 (302) 764-7000



Methodist Country House 4830 Kennett Pike Wilmington, DE 19807-1899

302-426-8112

Cokesbury Village

726 Loveville Road Hockessin, DE 19707-1519 302- 235-6031

Methodist Manor House

1001 Middleford Road Seaford, DE 19973-3697 302- 628-5604

Heron Point

501 E. Campus Avenue Chestertown, MD 21620-1682 410-778-8327

Life is full of CHOICES

If you are looking for independent living, assisted living or memory enhancement care look to the leader in retirement living.

PUMH offers a choice of four fully-accredited continuing care retirement communities, each with a personality as unique as you are. For over 40 years, we have been redefining retirement by providing the highest quality amenities in environments that nurture the body and spirit.

Choose a PUMH community and experience the joys of retirement...PUMH style







Nursing Homes/Continuing Care Retirement Communities (CCRC) continued



Newark Manor Nursing Center

254 W. Main Street Newark, DE 19711 (302) 731-5576

Regal Heights Health Care and Rehabilitation

6525 Lancaster Pike Hockessin, DE 19707 (302) 998-0181

St. Francis Care Center at Brackenville

100 St. Clair Drive Hockessin, DE 19707 (302) 234-5420

St. Francis Skilled Nursing Facility

7th and Clayton Streets Wilmington, DE 19805 (302) 421-4694

Shipley Manor Health Center

2723 Shipley Road Wilmington, DE. 19810 (302) 479-0111

Stonegates

4031 Kennett Pike Greenville, DE. 19807 (302) 658-6200

KENT COUNTY

Capitol Healthcare Services

1225 Walker Road Dover, DE 19904 (302) 734-1199

Courtland Manor

889 S. Little Creek Road Dover, DE 19901 (302) 674-0566

Delaware Hospital for the Chronically III (DHSS)

100 Sunnyside Road Smyrna, DE 19977 (302) 223-1000

Pinnacle Rehabilitation and Health Care

3034 South DuPont Blvd. Smyrna, DE 19977 (302) 653-5085

Silver Lake Center

1080 Silver Lake Blvd. Dover, DE 19901 (302) 734-5990

Westminster Village Health Center

1175 McKee Rd. Dover, DE 19904 (302) 744-3600



A Mission to care.

When you're choosing an eldercare center for someone you love, it can be hard to see what's really different about each place you consider. But at Franciscan Care Center at Brackenville, there's a difference you can feel. Guided by our Mission of compassionate, person centered care; our hallmarks are a caring attitude, friendliness, and cleanliness. There's also peace of mind in knowing that we're backed by the state-of-the-art care of St. Francis Hospital.

Feel the difference our Mission makes.

302.234.5420 100 St. Claire Drive Hockessin, Delaware



Nursing Homes/Continuing Care Retirement Communities (CCRC) continued



SUSSEX COUNTY

Atlantic Shores Rehabilitation and Health Center

231 S. Washington Street P.O. Box 909 Millsboro, DE 19966 (302) 934-7300

Brandywine Assisted Living at Seaside Pointe

100 Seaside Boulevard Rehoboth Beach, DE 19971 (302) 226-8750

Brandywine Assisted Living at Fenwick Island

21111 Arrington Drive Selbyville, DE 19975 (302) 436-0808

Cadbury at Lewes

17028 Cadbury Circle Lewes, DE 19958 (302) 645-6400

Country Rest Home

12046 Sunset Lane Greenwood, DE 19950 (302) 349-4114

Delaware Veterans Home

100 Delaware Vets Blvd. Milford, DE 19963 (302) 424-6000

Delmar Nursing and Rehabilitation Center

101 E. Delaware Avenue Delmar, DE 19940 (302) 846-3077

Harbor Health Care

301 Ocean View Blvd. Lewes, DE 19958 (302) 645-4664

Harrison House Senior Living

110 W. North Street Georgetown, DE 19948 (302) 856-4574

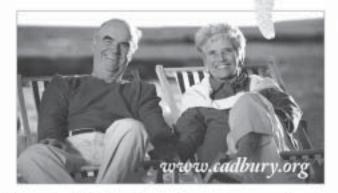
Lifecare at Lofland Park

715 King Street Seaford, DE 19973 (302) 628-3000

Methodist Manor House

1001 Middleford Road Seaford, DE 19973 (302) 628-5604

live, here, now!

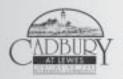


Cadbury at Lewes, the ONLY senior retirement community at the beach! Experience resort-style living while staying active and leading a worry-free retirement lifestyle.

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For more information, or to schedule an appointment, please call 302-645-6400 or tall free 1-800-390-8298 or visit our web site, www.cadbury.org.



Cadbury at Lewes 17028 Cadbury Circle Lewes, DE 19958





Independent Living | Assisted Living | Skilled Nursing & Rehabilitation

Nursing Homes/Continuing Care Retirement Communities (CCRC) continued



Milford Genesis

700 Marvel Road Milford, DE 19963 (302) 422-3303

Renaissance Health Care

26002 John J. Williams Hwy. Millsboro, DE 19966 (302) 947-4200

Seaford Center

1100 Norman Eskridge Highway Seaford, DE 19973 (302) 629-3575

Stockley Center

26351 Patriots Way Georgetown, DE 19947 (302) 933-3000

Nursing Home Transition/Money Follows the Person Project

The overall goal of the project is to identify, inform and assist nursing home residents, especially those who are Medicaid-eligible, who want to move out of the nursing home. DSAAPD offers individualized case management to support people and assist them in finding a new home. Call (800) 223-9074 and ask for the Transition Caseworker to request a needs assessment application.

E-mail your questions to us dsaapdinfo@ state.de.us

Our helpful staff will answer your aging and disabilities questions in a timely manner.



I wonder what it would be like to not worry so much...



We Chose the comforts of home ...

We felt a warm, welcoming feeling the moment we entered Brandywine. Sure it was beautiful...but the people we met and friendly staff are what made it so inviting.

We Chose for her to be safe...

Some days are a little harder for my mom than others and it is comforting to know that she has the support of the wonderful Brandywine staff when she needs them, including nurses on-site, not on call, 24 hours a day.

We Chose for her happiness

Now she has something to look forward to everyday! Brandywine offers so many activities that interest her... from local outings to crafts and movie nights...she's even started to dance again and she hadn't danced in years.

There are so many good choices available but there is only one great one...

Choose Brandywine!

Call the location nearest you to schedule a tour & complimentary lunch.

FENWICK ISLAND

Selbyville, DE 19975 | 302.436.0808

SEASIDE POINTE

Rehoboth Beach, DE 19971 | 302.226.8750

Ask about our award-winning Reflections' program for memory-impairment,

Locations throughout NJ, PA, DE, CT, NY www.Brandycare.com • 1-877-4BRANDY









Organizations



The organizations listed below offer a variety of resources, information and educational materials. If a Delaware resident, caregiver or family member is interested in finding out more about these groups, please call the following numbers. Call the Delaware Helpline at (800)464-4357 or 211 for more information about human services organizations in Delaware.

ALZHEIMER'S DISEASE AND RELATED DISORDERS ASSOCIATION, INC. (ADRDA)

Delaware Chapter

240 N. James Street

Wilmington, DE 19804 (302) 633-4420

24-hour hotline (800) 272-3900

AMERICAN ASSOCIATION OF RETIRED PERSONS (AARP)

1100 N. Market Street Wilmington, DE 19801 866-227-7441 or www.aarp.org/de

Enroll now in an AARP Driver Safety Program course by calling (888) 227-7669.

AIDS DELAWARE (302) 652-6776

ALLIANCE FOR THE MENTALLY ILL IN DELAWARE

(302) 427-0787 / (888) 427-2643

AMERICAN CANCER SOCIETY

(800) ACS-2345 New Castle Corporate Commons 92 Read's Way, Ste. 205, New Castle, DE 19720 (302) 324-4227 (800) 304-0779

AMERICAN DIABETES ASSOCIATION

100 W. 10th Street, Suite 1002 Wilmington, DE 19801 (302) 656-0030

AMERICAN HEART ASSOCIATION

New Castle County 1501 Casho Mill Road, Newark, DE 19711 (302) 454-0613

Kent County 1019 Mattlind Way, Milford, DE 19963 (302) 424-0863

Sussex County Georgetown Professional Park Suite 201-A, 600 DuPont Highway, Georgetown, DE 19947 (302) 856-7386

AMERICAN LIVER FOUNDATION

(800) 465-4837

AMERICAN LUNG ASSOCIATION OF DELAWARE

1021 Gilpin Avenue, Suite 202, Wilmington, DE 19806 (302) 655-7258 (800) LUNG-USA

Organizations continued



AMPUTEE SUPPORT GROUP OF DELAWARE

(302) 778-2227 / 436-8348 amputeesgofde@aol.com

ARTHRITIS FOUNDATION, DE Branch (302) 730-9008

INFO LINE (800) 283-7800

BOOK BUDDY PROGRAM

(New Castle County only). Volunteers will deliver books to seniors. (302) 995-7600 www.nccdelib.org

BRAIN INJURY ASSOCIATION OF DELAWARE

(800) 411-0505

BREATHE FOR YOUR LIFE SUPPORT GROUP

(302) 328-2011

CANCER CARE CONNECTION

(302) 266-8050 / (866) 266-7008 www.cancercareconnection.org

CAREGIVER SUPPORT GROUPS

Call (800) 223-9074 for a list of support groups throughout Delaware.

COMPASSIONATE FRIENDS

(302) 376-0300 / 284-7590 / 226-1623

CONTACT DELAWARE

24-hour Helpline and Rape Crisis Service (302) 761-9100 Kent and Sussex Counties (800) 262-9800

CONNECTING GENERATIONS

100 W. 10th Street, Suite 1115, Wilmington, DE 19801 (302) 656-2122

DELAWARE AGING NETWORK

NEW CASTLE COUNTY (302) 478-9411 / 652-6219

KENT COUNTY (302) 734-1200 SUSSEX COUNTY (302) 854-9500

DELAWARE BREAST CANCER COALITION

(302) 672-6435 / (866) 312-DBCC

DELAWARE CANCER PAIN INITIATIVE

(302) 292-1616

DELAWARE EPILEPSY FOUNDATION

240 N. James Street, Suite 203, Wilmington, DE 19804 (302) 999-9313

DELAWARE HEALTHCARE FACILITIES ASSOCIATION (DHCFA)

(302) 235-6895

DELAWARE HIV CONSORTIUM

(302) 654-5471

DELAWARE HOMES AND SERVICES FOR THE AGING c/o Westminster Village

1175 McKee Road, Dover, DE 19904 (302) 744-3508

DELAWARE KIDNEY FUND

(302) 888-1817

DELAWARE - MARYLAND PARALYZED VETERANS ASSOCIATION

111 E. Scotland Drive, Newark, DE 19711 (302) 365-5670 / (877) 280-4581

Organizations continued



DELAWARE SENIOR OLYMPICS

1121 Forrest Ave., Dover, DE 19904 (302) 736-5698 /(888) 881-6128

DELAWARE STROKE INITIATIVE

(302) 757-4886

DISABLED AMERICAN VETERANS Department of Veterans Affairs

1601 Kirkwood Highway, Wilmington, DE 19805 (302) 994-2511 (800) 827-1000

WILMINGTON VET CENTER

(302) 994-1660

DELAWARE COALITION AGAINST DOMESTIC VIOLENCE

(800) 701-0456

GRANDPARENT RESOURCE CENTERS

Wilmington Senior Center 1901 N. Market St., Wilmington, DE 19801 (302) 651-3420 / (800) 734-2388

GRIEF SUPPORT GROUPS

(302) 478-2575 / 478-3030 / 697-7776 www.griefshare.org

HEARING LOSS ASSOCIATION OF DELAWARE

(302) 292-3066 www.hlade.org

KIMMEL/SPILLER JEWISH HEALING CENTER

99 Passmore Road, Wilmington, DE 19803 (302) 478-9411

LEUKEMIA AND LYMPHOMA SOCIETY of DELAWARE

100 W. 10th St., Wilmington, DE 19801 (302) 661-7300

MANCUS FOUNDATION (social/recreational)

29th & Jessup Sts., Wilmington, DE 19802 (302) 762-1199

MENTAL HEALTH ASSOCIATION OF DELAWARE

(302) 654-6833 / (800) 287-6423

MISSION CATARACT USA

(800) 343-7265 www.missioncataractusa.org

MULTIPLE SCLEROSIS SOCIETY

New Castle County 2 Mill Rd., Suite 106, Wilmington, DE 19806 (302) 655-5610

Kent/Sussex Counties PNC Bank Building 3-5 The Plaza, Suite 212 Dover, DE 19901 (800) FIGHT MS

NATIONAL ASSOCIATION OF RETIRED FEDERAL EMPLOYEES (NARFE)

(800) 456-8410

NATIONAL CANCER INSTITUTE CANCER INFORMATION SERVICE

(800) 4-CANCER

NATIONAL EYE CARE PROJECT

(800) 222-EYES (eye care for low-income senior citizens) (800) 391-EYES (info. and referral for people at risk for glaucoma)

Organizations continued



NATIONAL FAMILY CAREGIVERS ASSOCIATION

10400 Connecticut Avenue, Suite 500 Kensington, MD 20895 (800) 896-3650 www.nfcacares.org

NATIONAL OVARIAN CANCER COALITION (888) OVARIAN

PARKINSON'S DISEASE FOUNDATION

(800) 457-6676 (call for Delaware groups)

SERVICE CORPS OF RETIRED EXECUTIVES (SCORE)

824 Market Street, Suite 610, Wilmington, DE 19801 (302) 573-6552

SISTERS ON A MISSION

(For African Americans with breast cancer) (302) 475-0687

SPINA BIFIDA ASSOCIATION (866) 938-3407

THE LIGHTHOUSE, INC. (for persons with visual problems)

111 East 59th St., New York, NY 10022 (800) 829-0500 E-mail to info@lighthouse.org

UNITED CEREBRAL PALSY OF DELAWARE

(302) 764-2400 / 335-5626

WELLNESS COMMUNITY

(302) 995-2850 / 734-0898 / 645-9150

WELL SPOUSE ASSOCIATION

(302) 994-6606 / (800) 838-0879

Pre-Admission Screening Program



The Pre-Admission Screening Program, run by DHSS' Division of Medicaid and Medical Assistance, is designed primarily for persons who are applying for admission to a nursing home or any of the state-operated long term care facilities.

The program seeks to avoid unnecessary institutionalization of any individual; to provide appropriate care in the least restrictive setting; and to assure that all resources in the community are considered in the plan of care for an individual.

A team of health professionals evaluates the health and social needs of a person, either in the home or in the client's current location. This information is used to make recommendations to the individual and family on what services are available to meet the needs of the client. Referrals for services are also made to the appropriate agencies as needed. For more information, call:

NEW CASTLE COUNTY (302) 368-6610 KENT/SUSSEX COUNTY (only) (800) 424-7172

Read it on line!

Our web site is at your service 24 hours a day. Check it out. You'll find a lot of helpful consumer information there.

www.dhss.delaware.gov/dsaapd



Recreational/Social Activities



These agencies offer activities for persons with disabilities or arrange accessible vacations for persons with cognitive and/or mobility challenges. Also, call your local county government community services department, public library and senior centers to see if recreation programs are offered in your area.

Able Arts Theatrical Troupe

26 Fox Hunt Drive Bear, DE 19701 www.ablearts.org

Access-Able Travel Source (travel agency)

P.O. Box 1796 Wheat Ridge, CO 80034 www.access-able.com

Accessible Journeys (vacation planners)

35 W. Sellers Avenue Ridley Park, PA 19078 800-846-4537 www.disabilitytravel.com

Adaptive Pinball Machine for Wheelchair Users

"U-CAN-DO"
866-U-CAN-DO-2
www.ucandocentral.com

American Amputee Soccer Association

1033 Creekside Drive Wilmington, DE 19804 (302) 683-0997 www. ampsoccer.org

American Dance Wheels

Crystal Dansport, 79 Christiana Road New Castle, DE 19720 (215) 588-6672 (302) 221-0307

Art Therapy Express

P.O. Box 1661 Hockessin, DE 19707 (302) 584-4068 www.arttherapyexpress.org

Brandywine Social Club

c/o YMCA of Delaware (302) 571-6975

Center for Disability Studies, University of Delaware

461 Wyoming Road Newark, DE 19716 (302) 831-6974

Center for Therapeutic and Educational Riding

C-Line Stables 3491 Harris Road Townsend, DE 19934 (302) 376-9594 www.clinestables.com

CERTS Adult Activities Center

13 Independence Way Newark, DE 19711 (302) 731-0301 www.certsinc.org

Challenger Little League/ TOPS Soccer

c/o Lisa Johannsen (302) 378-2530 www.motlittleleague.com

Children's Beach House

1800 Bay Ave. Lewes, DE 19958 (302) 645-9184

Delaware Association for the Blind

800 West Street Wilmington, DE 19801 (302) 655-2111

Delaware Association for Blind Athletes

321 Joy Court Bear, DE 19701 (302) 836-5784

Delaware Department of Natural Resources and Environmental Control (DNREC)

Division of State Parks and Recreation 89 Kings Highway Dover, DE 19901 (302) 739-9220 www. destateparks.com

Delaware Special Olympics

619 S. College Avenue Newark, DE 19716 (302) 831-4653 www.sode.org

Delaware Theater Company

Totally Awesome Kids Troupe 200 Water Street Wilmington, DE 19801 (302) 594-1100

Fairlee Manor Recreation and Education Center

22242 Bayshore Road Chestertown, MD 21620 (410) 778-0566

Recreational/Social Activities continued



Guided Tour (travel agency)

7900 Old York Road, Suite 111B Elkins Park, PA 19027 (215) 782-1370

Mary Campbell Center

(recreation programs and summer day camp) 4641 Weldin Road Wilmington, DE 19803 (302) 762-6025

Personal Ponies

3423 Pebble Beach Drive Wilmington, DE 19808 (302) 455-1051 (302) 824-5724 www.personalponies-de.org

The Spanish language edition of this services guide is available on our web site, www.dhss.delaware.gov/dsaapd.

Print copies in Spanish are available at our offices. Call 1-800-223-9074



Horseback Riding

P.O. Box 219 Nassau, DE 19969 (302) 644-1920 www.sdtrhr.com

United Cerebral Palsy of Delaware

(respite and summer day camp) 700-A River Road Wilmington, DE 19809 (302) 764-2400 (302) 335-5626 www.ucp.org

VSA Arts of Delaware (arts programs)

Delaware State University Arts Center Gallery 1200 N. DuPont Highway Dover, DE 19901 www.vsadelaware.org (302) 857-6699

Wellspring Farm, Bellevue State Park

800 Carr Road Wilmington, DE 19809 www.wellspringfarm.us (302) 798-2407

"Yes You Can"

Staff assisted exercise program for persons with limited mobility (302) 286-1399

For "Yes You Can" classes at Garfield Park Activity Center, New Castle, DE, call (302) 571-4004. For classes at Newark Senior Center, call (302) 737-2336.

OTHER TRAVEL RESOURCES:

Moss Rehabilitation Hospital Travel Information

(800) CALL-MOSS www.mossresourcenet.org

The Boulevard (Internet site of disability resources)

www.blvd.com

For the traveler requiring oxygen:

www.travel02.com (800) 391-2041

For a large print weekly subscription to *The New York Times* newspaper, call (212) 556-1234 or go to http://homedelivery.nytimes.com/HDS/HDSHome.do?mode=HDSHome and scroll down to "Large Print Delivery".

To subscribe to the large print edition of *Reader's Digest*, call (800) 431-1246 or go to www.rd.com.

For a list of Delaware retail gas stations that will assist the traveler with disabilities by pumping gas for you, call (302) 744-2703 or go to www.deldot.gov to "information" to "community programs and services" to read about the Service Station Assistance Program.

VETERAN SERVICES ORGANIZATIONS

Here are several websites related to veterans' service organizations: www.nationalresourcedirectory.gov www.vetfriends.com www.military.com

Resources



This section includes the following:

- Glossary of Disability Acronyms and Terms
- Disability and Consumer Boards, Councils and Commissions
- Resource Guides
- National Organizations

Glossary of Disability Acronyms and Terms

ADA	Americans	with	Disabilities	Act

ADD Attention Deficit Disorder

ADHD Attention Deficit Hyperactivity Disorder

APS Adult Protective Services

ARC/DE Association for the Rights of Citizens with Mental

Retardation/Delaware

CEC Council for Exceptional Children

CFR Code of Federal Regulations

CIL Center for Independent Living

CODE Council for Deaf Equality

CP Cerebral Palsy

CST Child Study Team

DATI Delaware Assistive Technology Initiative

DELARF Delaware Association of Rehabilitation Facilities

DDC Developmental Disabilities Council

DDDS Division of Developmental Disabilities Services

DHHS Department of Health and Human Services (U.S.)

DHSS Delaware Health and Social Services

DOE Department of Education

DOL Department of Labor

DPH Division of Public Health

DSAAPD Division of Services for Aging and Adults with

Physical Disabilities

DSAMH Division of Substance Abuse and Mental Health

DSCYF Department of Services for Children, Youth and

their Families

DVI Division for the Visually Impaired

DVR Division of Vocational Rehabilitation

EPSDT Early Periodic Screening, Diagnosis and Training

GACEC Governor's Advisory Council for Exceptional Citizens

IDEA Individuals with Disabilities Education Act (federal)

IEP Individualized Education Plan

JFC Joint Finance Committee

OT Occupational Therapist

PIC Parent Information Center of Delaware

PT Physical Therapist

SCPD State Council for Persons with Disabilities

SSI Supplemental Security Income

SSDI Social Security Disability Income

TTY/TDD Telecommunication Device for the Deaf

Disability and Consumer Boards, Councils and Commissions

Delaware state advisory councils seek consumer representation and welcome your participation. Call the groups below for additional information or call the Governor's Office, Boards and Commissions

Resources continued



at (302) 744-4101 to apply for membership in any of the groups seeking consumer members.

Architectural Accessibility Board	(302) 739-5644
Council on the Blind	(302) 255-9800
Council on Deaf Equality	(302) 739-3621
Developmental Disabilities Council	(302) 739-3333
Developmental Disabilities Services	(302) 836-2100
Elderly and Disabled Transportation Committee (EDTAC)	(800) 335-8080
Governor's Committee on Employment of Per with Disabilities	sons (302) 761-8275
Health Care Commission	(302) 672-5187
Hispanic Affairs	(302) 255-9743
(State) Independent Living Council	(302) 761-8275
Interagency Coordinating Council	(302) 255-9135
Nursing Home Resident Quality Assurance Commission	(302) 995-8400
Public Health	(302) 744-4700
Services for Aging and Adults with Physical Disabilities	(800) 223-9074
State Council for Persons with Disabilities	(302) 739-3621
Substance Abuse and Mental Health	(302) 255-9399
Vocational Rehabilitation	(302) 761-8275

RESOURCE GUIDES

Call the agencies below for a copy of these resource guides or access a copy on their web sites.

Coma Guide for Caregivers (800) 223-9074 or access the guide at www.dhss.delaware.gov/dsaapd

Delaware Assistive Technology Resource Guide (302) 651-6790 or (800) 870-DATI, or access the guide at www.dati.org

Delaware Central Directory for Services for Young Children with Special Needs (302) 255-9134 or access the guide at www.dhss.delaware.gov/dms/

Delaware Division for the Visually Impaired Consumer Resource Manual (302) 255-9800 or access the guide at www.dhss.delaware.gov/dvi

Delaware HIV/AIDS Resource Guide (302) 654-5471

Delaware Schools Directory (302) 735-4000 or access the guide at http://www.doe.k12.de.us/edudir2/programs/EduDirStart.asp

Directory of Human Services (302) 255-9675

Directory of Transportation Services in Delaware (800) 553-DART or access the guide at www.dartfirststate.com/directory/

Guide to Health Insurance for Delaware Citizens (800) 336-9500 or access the guide at www.delawareinsurance.gov

Resources continued



Quick Reference Directory (of Human Services)

(800) 464-4357 or 211

Statewide Housing

Services Directory

(302) 739-4263

or access the guide at

www.destatehousing.com/information/pubs.shtml

ADA (Americans with Disabilities Act) RESOURCES

ADA Information Center for the Mid-Atlantic Region

TransCen Inc. Disability and Business Technical Assistance Centers (DBTACs)

451 Hungerford Drive, Suite 700, Rockville, MD 20850 (800) 949-4232 www.adainfo.org

The "Disability Law Handbook" can be found at www.swdbtac.org/html/publications/dlh/index.html or by calling (800) 949-4232.

ADA Information Line

U.S. Department of Justice (800) 514-0301 V (800) 514-0383 TTY www.ada.gov

SCADA (State Chapter for ADA in DE), UCP of Delaware (302) 764-2400 / 335-5626

DISABILITY RELATED PUBLICATIONS ON THE NET:

www.360usainc.com
www.newmobility.com
www.blvd.com
www.specialliving.com
www.pvamagazines.com
www.questmaq.org

For information on federal government agencies related to disability, go to www.disability.gov

NATIONAL ORGANIZATIONS

This is a list of some of the national organizations related to older adults/disability issues and advocacy.

ABLEDATA (database of assistive devices)

8630 Fenton Street Silver Springs, MD 20910 (800) 227-0216 www.abledata.com

Adaptive Environments

180-200 Portland Street Boston, MA 02114 (617) 695-1225 www.adaptenv.org

Administration on Aging (AOA)

One Massachusetts Ave. NW Washington, D.C. 20001 (202) 619-0724 www.aoa.gov

American Association of People with Disabilities

1629 K Street NW Washington, D.C. 20006 (800) 840-8844 www.aapd-dc.org

Amputee Coalition of America

900 E. Hill Avenue Suite 205 Knoxville, TN 37915 (888) AMP-KNOW www.amputee-coalition.org

Resources continued



ARC (Association for the Rights of Citizens with Mental Retardation) of the U.S.

1010 Wayne Avenue, Suite 650 Silver Spring, MD 20910 (301) 565-3842 (800) 433-5255 www.thearc.org

Autism Society of America

4340 East West Highway Bethesda, MD 20814 (800) 3AUTISM www.autism-society.org

Beach Center on Families and Disability

University of Kansas 1200 Sunnyside Avenue, Lawrence, KS 66045 (785) 864-7600 www.beachcenter.org

Brain Injury Association

1608 Spring Hill Road Vienna, VA 22182 (800) 444-6443 www.biausa.org

Center for Universal Design, College of Design

North Carolina State University P.O. Box 8613 Raleigh, NC 27695 (800) 647-6777 www.design.ncsu.edu/cud

Council for Exceptional Children

1110 N. Glebe Road Arlington, VA 22201 (888) 232-7733 www.cec.sped.org

Closing the Gap (assistive technology)

P.O. Box 68 526 Main Street Henderson, MN 56044 (507) 248-3294 www.closingthegap.com

Defense and Veterans Brain Injury Center

DVBIC-Johnstown 109 Sunray Drive Johnstown, PA 15905 (800) 870-9244 www.dvbic.org

Disability Rights Education and Defense Fund (DREDF)

2212 6th Street Berkeley, CA 94710 (800) 348-4232 www.dredf.org

Disability Statistics Center (UCSF)

Institute for Health and Aging 3333 California Street Suite 340 San Francisco, CA 94118 (415) 502-5210 www.dsc.ucsf.edu

HEATH Resource Center

(Post secondary education for persons with disabilities) 2134 G Street NW Washington, D.C. 20052

(202) 973-0904 www.heath.gwu.edu

Independent Living Research Utilization Project (ILRU)

Institute for Rehabilitation and Research

2323 S. Sheppard, Suite 1000 Houston, TX 77019 (713) 520-0232 www.ilru.org

Learning Disabilities Association of America

4156 Library Road Pittsburgh, PA 15234 (412) 341-1515 www.ldanatl.org

Mental Health America

2001 N. Beauregard Street Alexandria, VA 22311 (800) 969-6642 www.nmha.org

Mobility International USA (MIUSA)

(international student exchange) 132 E. Broadway Eugene, OR 97401 (541) 343-1284 www.miusa.org

Moss Rehabilitation Center

Accessible Travel Resource Center 1200 W. Tabor Road Philadelphia, PA 19141 (800) CALL-MOSS www.mossresourcenet.org

National Alliance for the Mentally III

3803 N. Fairfax Dr. Arlington, VA 22203 (800) 950-6264 www.nami.org

Resources continued



National Association of the Deaf

8630 Fenton Street Silver Spring, MD 20910 (301) 587-1788 V (301) 587-1789 TTY www.nad.org

National Center on Secondary Education and Transition

Institute on Community Integration
University of Minnesota
6 Pattee Hall
150 Pillsbury Drive SE
Minneapolis, MN 55455
(612) 624-2097
www.ncset.org

National Clearinghouse of Rehabilitation Training Materials

Utah State University 6524 Old Main Hill Logan, UT 84322 (866) 821-5355 www.nchrtm.okstate.edu

National Council on Aging (NCOA)

1901 L Street Washington, D. C. 20036 (202) 479-1200 www.ncoa.org

National Council on Disability

1331 F Street NW, Suite 1050 Washington D.C. 20004 (202) 272-2004 www.ncd.gov

National Dissemination Center for Children and Youth with Disabilities (NICHCY)

1800 Connecticut Ave. NW Washington, D.C. 20009 (800) 695-0285 www.nichcy.org

National Easter Seals Society

233 S. Wacker Dr. Chicago, IL 60606 (800) 221-6827 www.easterseals.com

National Empowerment Center

599 Canal Street Lawrence, MA 01840 (800) 769-3728 www.power2u.org

National Family Caregivers Association

10400 Connecticut Avenue, Suite 500 Kensington, MD 20895 (800) 896-3650 www.nfcacares.org

National Institute on Disability and Rehabilitation Research (NIDRR)

Department of Education 400 Maryland Ave. SW Washington, D.C. 20202 (800) USA-LEARN www.ed.gov, search for NIDRR

National Mental Health Consumer Self-Help Clearinghouse

1211 Chestnut Street, Ste. 1207 Philadelphia, PA 19107 (800) 553-4539 www.mhselfhelp.org

National MS Society

733 3rd Avenue New York, NY 10017 (800) 344-4867 www.nmss.org

National Organization for Rare Disorders (NORD)

55 Kenosia Avenue P.O. Box 1968 Danbury, CT 06813 (203) 744-0100 www.rarediseases.org

National Organization on Disability

888 16th Street NW, Suite 600 Washington, D.C. 20006 (202) 293-5960 www.nod.org

National Rehabilitation Information Center (NARIC)

8201 Corporate Drive Landover, MD 20785 (800) 346-2742 www.naric.com

National Spinal Cord Injury Association

1 Church Street Rockville, MD 20850 (800) 962-9629 www.spinalcord.org

PACER Center (Parent Advisory Coalition for Educational Rights)

8161 Normandale Blvd. Bloomington, MN 55437 (888) 248-0822 www.pacer.org

Rehabilitation Society of North America (RESNA)

1700 N. Moore Street Suite 1540 Arlington, VA 22209 (703) 524-6686 www.resna.org

Resources continued



Self Help for Hard of Hearing People

7910 Woodmont Avenue Bethesda, MD 20814 (301) 657-2248 www.hearingloss.org

Substance Abuse and Mental Health Services Administration (SAMHSA)

1 Choke Cherry Road Rockville, MD 20857 (877) 726-4727 www.samhsa.gov

Through the Looking Glass

National Resource Center for Parents with Disabilities 2198 6th Street, #100 Berkeley, CA 94710 (800) 644-2666 www.lookingglass.org

Trace Research and Development Center

2107 Engineering Centers Bldg. 1550 Engineering Drive University of Wisconsin-Madison Madison, WI 53706 (608) 262-6966 www.trace.wisc.edu

United Cerebral Palsy Association

1660 L Street NW, Suite 700 Washington, D.C. 20036 (800) 872-5827 www.ucp.org

United Spinal Association

75-20 Astoria Blvd. Jackson Heights, NY 11370 (800) 404-2898 (215) 381-3037 (Philadelphia office) www.unitedspinal.org

World Institute on Disability

510 16th Street, Suite 100 Oakland, CA 94612 (510) 763-4100 (866) 723-1201 www.wid.org

Respite Care

Respite provides an interval of rest and relief to families that care for an impaired older person or a person with a disability. Respite services can be provided in the home or in an institutional setting. Personal care respite services in the home are provided by licensed home health agencies. A trained worker remains with the person for a specified period of time, performing daily tasks as needed. Nursing homes and hospitals also make accommodations for overnight respite periods.

Call the DE Lifespan Respite Care Network at (888) 610-5572 or (302) 479-1690 or go to www.delrespite.org for respite options and possible financial assistance. Contact the individual service providers for more information.

Absolute Home Health Addus Home Health Care Beebe Medical Center

(302) 369-1050 / 730-3500

(302) 995-9010 / 424-4842

(302) 226-2160

Respite Services

Relief for 24-hour, live-in Caregivers

Provides support in the activities of daily living for disabled adults (ages 18-59) and for the elderly (ages 60 and older) while the caregiver enjoys some free time.

For more information, call 1-800-223-9074



Respite Care continued



CHEER Inc. (302) 856-5187

Christiana Care/VNA (302) 995-8448 / 422-1575

Elwyn (302) 657-5609

Maxim (302) 478-3434 / 734-9040

Modern Maturity Center (302) 734-1200, ext 155

United Cerebral Palsy of Delaware (302) 764-2400

RESPITE CARE FINANCIAL ASSISTANCE PROGRAM

Financial assistance grants to caregivers to provide respite care for diagnosed persons with Alzheimer's. Eligibility determined by need and financial criteria. Contact:

Alzheimer's Association and Related Dementias, Delaware Valley Chapter

240 N. James Street, Wilmington, DE 19804 (302) 633-4420 / 854-9788

CARE Delaware

Caregiver Assistance-Respite-Education Are you caring for a loved one?

Support and Assistance can be provided to make your role as "Caregiver" easier.

CARE Delaware's services include short-term respite care, individual needs assessments, care planning and support services for caregivers. There are staffed Caregiver Resource Centers located in each county.

For more information, please call our toll-free number, 1-800-223-9074, or visit www.dhss.delaware.gov/dsaapd/care.html.



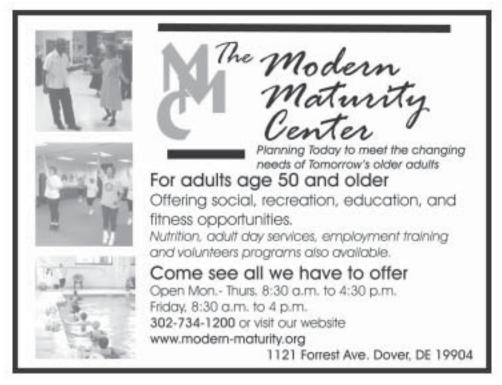
CARE Delaware is funded by the Older Americans Act through the National Family Caregiver Support Program and is administered by the U. S. Administration on Aging.

Senior Centers



A senior center is a "community focal point on aging where older persons as individuals or in groups come together for services and activities which enhance their dignity, support their independence and encourage their involvement in and with the community" (National Council on Aging, 1978).

Senior centers that are open at least three days a week are listed below. Call the individual senior center for a copy of their activities calendar, to see if transportation is offered and if there is a cost.



Senior Centers continued



WILMINGTON

Claymore Senior Center and Fitness Center

504 S. Clayton St. Wilmington, DE 19805 (302) 428-3170

Fraim Center For Active Adults

669 S. Union Street Wilmington, DE 19805 (302) 658-8420

Francis X. Norton Senior Center

920 N. Monroe Street Wilmington, DE 19801 (302) 654-5407

Jimmy Jenkins Senior Center

2300 Bowers Street Wilmington, DE 19802 (302) 764-9022

Latin American Community Center (Centro Los Abuelos)

403 N. Van Buren Street Wilmington, DE 19805 (302) 655-7338, ext. 7746

People's Settlement Association Senior Center

408 E. 8th Street Wilmington, DE 19801 (302) 658-4133

Salvation Army Senior Center

400 N. Orange Street Wilmington, DE 19801 (302) 472-0770

St. Anthony's Senior Center

1703 W. 10th St. (1st floor) Wilmington, DE 19805 (302) 421-3735

St. Patrick's Center

107 East 14th Street Wilmington, DE 19801 (302) 652-6219

St. Peter's Adult Center

523 Tatnall Street Wilmington, DE 19801 (302) 571-8394

South Wilmington Senior Adult Program

455 Townsend Street Wilmington, DE 19801 (302) 655-7751

West Center City Senior Adult Center

501 N. Madison Street Wilmington, DE 19801 (302) 658-5332

Wilmington Senior Center

1901 N. Market Street Wilmington, DE 19802 (302) 651-3400

NEW CASTLE COUNTY

Absalom Jones Senior Center

310 Kiamensi Road Wilmington, DE 19804 (302) 998-0363

Brandywine Senior Center

Claymont Community Center 3301 Green Street Claymont, DE 19703 (302) 798-5562

C & D Senior Center

Liberty Terrace Apts. Community Room Freedom Rd. Newark, DE 19702 (302) 323-2630

Cornerstone Senior Center

3135 Summit Bridge Road Bear, DE 19701 (302) 836-6463

De La Warr Senior Center

19 Lambson Lane New Castle, DE 19720 (302) 429-0581

Howard Weston Senior Center

1 Bassett Ave., Manor Park New Castle, DE 19720 (302) 328-6094 or 328-6626

Jewish Community Center (Bernard and Ruth Siegel Center)

101 Garden of Eden Road Wilmington, DE 19803 (302) 478-5660

Mid-County Senior Center

First Regiment Road Wilmington, DE 19808 (302) 995-6555

M.O.T. Senior Center

300 South Scott St. Middletown, DE 19709 (302) 378-3041 or 378-4758

New Castle Senior Center

400 South Street New Castle, DE 19720 (302) 326-4209

Newark Senior Center and Fitness Center

200 White Chapel Drive Newark, DE 19713 (302) 737-2336

Oak Grove Senior Center

11 Poplar Avenue Wilmington, DE 19805 (302) 998-3310

Senior Centers continued



Sellers Senior Center

500 Duncan Road Wilmington, DE 19809 (302) 762-2050

KENT COUNTY

First State Senior Center

Kent/Sussex Industry Bldg. Southern Wing 291 N. Rehoboth Blvd. Milford, DE 19963 (302) 422-1510 / 422-1511

Frederica Senior Center

216 S. Market Street Frederica, DE 19946 (302) 335-4555 (24 hr. answering machine)

Harrington Senior Center

102 Fleming Street Harrington, DE 19952 (302) 398-4224

Harvest Years Senior Center

30 South Street Camden, DE 19934 (302) 698-4285

Mamie A. Warren Maturity Center

1775 Wheatley Pond Road Smyrna, DE 19977 (302) 653-4078

Milford Senior Center

111 Park Avenue Milford, DE 19963 (302) 422-3385

Modern Maturity Center

1121 Forrest Avenue Dover, DE 19904 (302) 734-1200

Lillian Smith Senior Center

P.O. Box 76 410 Main Street Clayton, DE 19938 (302) 653-6119

SUSSEX COUNTY

Adult Plus+ Program

DTCC, Jack F. Owens Campus P.O. Box 610 Georgetown, DE 19947 (302) 856-5618

Bridgeville Senior Center

414 Market Street Bridgeville, DE 19933 (302) 337-8771

Cape Henlopen Senior Center

11 Christian Street Rehoboth, DE 19971 (302) 227-2055

Georgetown CHEER Activity Center

546 S. Bedford Street Georgetown, DE 19947 (302) 856-5187

Greenwood CHEER Activity Center

41 Schulze Road Greenwood, DE 19950 (302) 349-5237

Harbor Lights CHEER Activity Center

34211 Woods Edge Drive Lewes, DE 19956 (302) 645-9239

Indian River Senior Center

214 Irons Ave. Millsboro, DE 19966 (302) 934-8839

Laurel Senior Center

P.O. Box 64, 13 N. Central Ave. Laurel, DE 19956 (302) 875-2536

Lewes Senior Center

310 Nassau Park Road Lewes, DE 19958 (302) 645-9293

Nanticoke Senior Center

23431 Sussex Highway Seaford, DE 19973 (302) 629-4939

Long Neck CHEER Activity Center

26089 Shoppes at Long Neck Millsboro, DE 19966 (302) 945-3551

Ocean View CHEER Activity Center

30637 Cedar Neck Road Ocean View, DE 19970 (302) 539-2671

Roxana CHEER Activity Center

34314 Pyle Center Road Frankford, DE 19945 (302) 732-3662

Slaughter Neck CHEER Activity Center

22942 Slaughter Neck Road Lincoln, DE 19960 (302) 684-4819

Social Security and Supplemental Security Income (SSI)



The Social Security Administration manages the Social Security and Supplemental Security Income programs. Eligibility and benefits for Social Security depend upon one's employment history. Benefits are also payable to spouses, widow/widowers, and minor or disabled children of retired, disabled, or deceased workers.

The federal guaranteed income program for the elderly, blind and disabled, Supplemental Security Income, provides a guaranteed minimum income for individuals whose incomes are below a certain level.

The Social Security Administration also processes applications for Medicare, and forwards applications for Medicaid to appropriate agencies. For more information about Medicare and Medicaid, refer to the Medicare and Medicaid chapters of this guide.

For more information, call:

WILMINGTON/NEW CASTLE COUNTY

New Castle Corporate Commons 92 Reads Way, Suite 200, New Castle, DE 19720 (302) 323-0304 • Toll Free (800) 772-1213

KENT COUNTY

300 S. New Street, Room 1003, Dover, DE 19904 (302) 674-5162 • Toll Free (800) 772-1213

SUSSEX COUNTY

Georgetown Professional Park 600 N. DuPont Highway, Suite 202, Georgetown, DE 19947 (302) 856-9620 • Toll Free (800) 772-1213

Support Groups



Support groups provide an environment for caregivers, family members, and loved ones to talk, share experiences, and learn about resources in the community. Call the agencies listed for a schedule of support group meetings that they offer in the community. Also, call local hospitals, hospices, churches, funeral homes and senior centers to see if they sponsor any support groups.

AIDS Delaware

(302) 652-6776 (800) 422-0429

Alliance for the Mentally III in Delaware (AMID)

(302) 427-0787

ALS Delaware Caregiver Support Group

(800) 838-9800 (Delaware Hospice)

Alzheimer's Association of Delaware

(302) 633-4420 (800) 272-3900

American Cancer Society

(302) 324-4227 (800) 304-0779

American Diabetes Association

(302) 656-0030 (888) DIABETES

American Lung Association

(302) 655-7258

INDEPENDENCE PROSTHETICS • ORTHOTICS, INC.

*Diabetic Foot Care * Spinal Bracing * On-Site Laboratory

> IPO Medical Center 31 Meadowood Drive Newark, DE 19711 302-369-9496

Eden Hill Medical Center 200 Banning St., Suite 220 Dover, DE 19904 302-744-9476

Formerly Nelson's Surgical 2711 Edgmont Ave. Brookhaven, PA 19015 610-876-4935

www.independencepo.com

Support Groups continued



Amputee Support Group of Delaware

(302) 778-2227

(302) 436-8348

Arthritis Foundation

(302) 730-9000

Brain Injury Association of Delaware

(800) 411-0505

CHADD (persons with Attention Deficit Hyperactivity Disorder)

(302) 737-5063

Compassionate Friends

(when a loved one has died)

(302) 376-0300

(302) 284-7590

(302) 226-1623

Epilepsy Foundation of Delaware

(302) 999-9313

HIV Support Groups

(302) 654-5471 (Call for a copy of the Delaware HIV/AIDS Resource Guide)

Huntington's Disease

(877) 384-3721 www.dvhdsa.org

Joining Generations: Family Circles

For grandparents and relatives raising others' children. (800) 223-9074

Lupus Foundation

(302) 622-8700 (866) 517-5070

Mental Health Association

(302) 654-6833

(800) 287-6423

Multiple Sclerosis Society

(302) 655-5610/ (800) FIGHT MS

Stroke Support Group

(302) 757-4886

VIP's (Visually Impaired Persons) Support Group

(302) 255-9800

Wellness Community

(To help people with cancer and their families fight for their recovery with free psychosocial support to complement conventional medical treatment) (302) 995-2850

Technology/Assistive Devices



These agencies provide information about the variety of available assistive technologies and possible funding sources.

Canine Partners for Life (service dogs)

P.O. Box 170, Cochranville, PA 19330 (610) 869-4902 www.k94life.org

Delaware Assistive Technology Initiative (DATI)

Call to receive the "AT Messenger" newsletter.

Central Site and University of Delaware and DuPont Hospital for Children

Center for Applied Science and Engineering

1600 Rockland Road, A and R Building, Room 200

P.O. Box 269, Wilmington, DE 19899

Voice: (800) 870-DATI (in-state only)

Voice: (302) 651-6790 TTY: (302) 651-6794

www.dati.org

DATI Kent County Assistive Technology Resource Center Easter Seals of Delaware and Maryland's Eastern Shore

100 Enterprise Place, Suite 1, Dover, DE 19904-8200

Voice: (302) 739-6885 TTY: (302) 739-6886

DATI Sussex County Assistive Technology Resource Center

University of Delaware

20123 Office Circle, Georgetown, DE 19947

Voice: (302) 856-7946 TTY: (302) 856-6714

Technology/Assistive Devices continued



Delaware Association For the Blind

800 West Street, Wilmington, DE 19801 (302) 655-2111

Delaware Division of Libraries Delaware Library Access Services

121 Duke of York Street, Dover, DE 19901 (302) 739-4748 (800) 282-8676

Delaware Health and Social Services Division for the Visually Impaired

1901 N. DuPont Highway, New Castle, DE 19720 (302) 255-9854
11-13 S.W. Front Street, Milford, DE 19963 (302) 424-7240

Delta Society National Service Dog Center

875 124th Avenue NE, Bellevue, WA 98005 www.deltasociety.org Descriptive Video Service (for videos with verbal description) (617) 300-3600

Media Access Group

(818) 562-3344 • www.mopix.org

Dogs for the Deaf (hearing dogs)

10175 Wheeler Road, Central Point, OR 97502 (541) 826-9220 www.dogsforthedeaf.org

Possible sources of used/new equipment:

Agencies are listed in the Yellow Pages under Medical Equipment and Supplies and Wheelchair Lifts and Ramps. Used equipment may also be listed in the classified section of your local newspaper. Also, contact local service organizations, such as Lions Clubs, Rotary Clubs, Kiwanis Clubs, Telephone Pioneers, Elks Clubs and Shriners, as they may maintain a closet of used equipment or help in the purchase of new equipment.

All the major car companies (Ford, GM, Volkswagen, etc.) offer rebates to cover up to \$1,000 to add lifts, ramps and hand controls to a new vehicle.

Subscribe to the AT Messenger for a listing of new and used equipment for sale or go to www.dati.org.

We can help you via e-mail! dsaapdinfo@state.de.us

"My mom's in Delaware and I'm not. Can you help me find services for her such as home health care, assisted living and an elder law attorney?"

Our helpful staff welcomes your e-mail questions and we will answer them in a timely manner.



Transportation



National Resources:

Transportation

ADA Questions (888) 446-4511 (V/TTY)

Aviation Consumer Protection Hotline (800) 778-4838

Project ACTION

National Accessible Transportation Project (800) 659-6428 www.projectaction.easterseals.com

AMTRAK

Amtrak provides rail passenger services to destinations throughout the United States. Approximately seventy Amtrak trains per day stop in Wilmington Station. The station can be reached from New Castle County, Dover, Smyrna, and many other locations by the statewide transit services known as DART First State. Discounted fares are available for senior citizens. For information on Amtrak trains and connections, call:

AMTRAK (800) USA-RAIL

Delaware Resources:

These agencies offer accessible transportation for persons with disabilities.

Accessible Van Purchase (new and used)

Here is a partial list of companies that sell new and used vans and minivans that are equipped for drivers and passengers with mobility limitations. Contact the National Mobility Equipment Dealers Association at (800)833-0427 or www.nmeda.org for information about their member agencies.

Accessible Van and Mobility

(800) 784-8267 / (856) 829-9449 • www.avmvans.com

American Mobility

(302) 276-1801 • www.americanmobilitysales.com

M.I.T.S. Corporation

(800) 243-6487 • www.mitscorp.com

To rent a wheelchair accessible vehicle by the week or month, call:

Accessible Vans of America

(888) 306-8320 www.accessiblevans.com

American Mobility

(302) 276-1801 www.americanmobilitysales.com

Wheelchair Getaways

(800) 642-2042 • www.wheelchairgetaways.com

Wheelers

(800) 456-1371

DART First State (www.dartfirststate.com)

DART First State is the statewide transit service of the Delaware Transit Corporation (DTC), a subsidiary of the Delaware Department of Transportation, which provides both fixed route and intercounty bus service, as well as a paratransit bus service, throughout the state of Delaware.

FIXED ROUTE SERVICE

DART First State provides fixed route services in both New Castle County and in the greater Dover area. A seasonal fixed route service is provided in the Rehoboth, Lewes and Dewey Beach area. DART First State also provides a free shuttle which loops downtown Wilmington.

Transportation continued



INTERCOUNTY BUS SERVICE

DART First State's intercounty bus service provides transportation statewide. The Route 301 serves Wilmington-Christiana Mall-Middletown-Odessa-Smyrna-Dover. The Route 303 serves Dover-Milford-Georgetown. A wide variety of fixed route bus routes are available to connect to other destinations in each county.

DART First State offers reduced fares for people who are age 65 and over, or who have a certified disability. A DART First State Reduced Fare Photo ID or Medicare card must be shown at the time of boarding the bus. Cash fares are accepted at the time of boarding; however, a discounted DART Card may be purchased in advance for greater savings. DART Cards can be purchased at ticket outlets throughout the state, online at www.dartfirststate.com or by phone.

Statewide Transit

Information (800) 652-DART If calling within New Castle County (302) 652-DART

PARATRANSIT SERVICE

DART First State provides door to door transportation for persons who are certified as having a qualifying disability, renal dialysis and the aging. Hours vary between counties. Reservations must be made by 4:30 p.m. of the day before the requested transportation is needed.

Phone Numbers:

Fixed Route/Intercounty Schedule information

(800) 652-DART

Reservations (800) 553-DART

Customer Relations (800) 335-8080

Eligibility (800) 652-DART, Option 3

SCAT (Senior Citizen Affordable Taxi)

Sponsored by the state of Delaware's Department of Transportation, SCAT provides half-price taxi service for persons aged 60 and over and qualified disabled persons. The service is offered seven days a week, including holidays. Call (800) 652-DART for information.

SEPTA

SEPTA commuter trains run from Newark (Rte. 896), Churchman's Crossing and Wilmington Station to Delaware County, Pennsylvania, Philadelphia International Airport and Center City with connections to SEPTA trains and transit routes serving the entire Philadelphia metropolitan region. Convenient, economical connections to New York City via New Jersey Transit are also available. Wilmington Station can be reached from New Castle County, Dover, Smyrna, and many other locations by DART First State. For information on SEPTA and Blue Diamond routes and schedules call:

SEPTA (215) 580-7800 DART First State (800) 652-DART

UNI-CITY - Newark Area

Uni-City is a transportation service that operates in the University of Delaware/Newark area. Buses operate along 3 loops. Call ahead to schedule a pick-up on an accessible bus. There is no charge for the service. For more information call:

UNI-CITY (302) 831-1187

CHEER TRANSPORTATION (Sussex County)

CHEER Transportation provides transportation to and from a

Transportation continued



person's home and the CHEER Activity Centers in Sussex County, listed under the Senior Center section of this guide.

CHEER Transportation (302) 856-5187

FISH of Northern Delaware

FISH, a volunteer organization, provides transportation to appointments for ambulatory individuals north of the C&D Canal on Monday-Thursday, when all other potential means of transportation have been exhausted and as volunteers are available. This is not an emergency service. Notify FISH one week in advance of the appointment. For more information, call:

FISH of Northern Delaware (302) 658-2954

GENERATIONS 5317 New Freedom Funds Transportation Program

This program provides transportation to Delaware residents with disabilities of all ages at \$5.00 per trip. Requests must be made 7 days in advance and are accepted on a space available basis.

New Castle County (302) 658-6731 Kent County (302) 734-7005 Sussex County (302) 856-7774

OTHER TRANSPORTATION PROVIDERS

There are several agencies that provide transportation on a fee basis. Contact the Delaware Transit Corporation for a copy of their Directory of Transportation Services in the state of Delaware at (800) 553-DART or go to www.dartfirststate.com/directory/

Volunteerism



Most of the agencies listed in this guide welcome volunteers. The following are some volunteer programs which are not listed elsewhere in the Guide. For three additional DSAAPD volunteer opportunities, see the "Delaware Money Management Program" in the Financial Assistance and Information section, the "Long Term Care Ombudsman Volunteer Program" in the Nursing Home section and the "Delaware Senior Medicare Patrol Program" in the Medicare and Medicaid section of the guide.

FOSTER GRANDPARENT PROGRAM

The Foster Grandparent Program is administered by DHSS' Division of State Service Centers and the State Office of Volunteerism. The

FOSTER GRANDPARENT PROGRAM

Senior citizens needed to strengthen our communities. By assisting children in various programs, you can help create strong relationships between the generations.

Age and income eligibility required. Qualified volunteers will earn a semi-monthly, tax free stipend, transportation reimbursement, daily meal, on going support and training and leave time.



Share today, shape tomorrow, change the world!





DE Health and Social Services Division of State Service Cartains State Office of Volunteetism (he Corporation for National and Community Service

Volunteerism continued



program recruits, trains and involves eligible low income persons age 55 and above in giving supportive person-to-person service engagement in health and human services, education and related settings to children with special needs. Volunteers may serve 15-40 hours per week.

Participants receive a bi-monthly tax free stipend, leave time, a daily meal, transportation assistance, pre-service and annual physical examinations, counseling and referrals. For more information, call:

NEW CASTLE COUNTY

Debnam Building 1901 N.DuPont Highway, New Castle, DE 19720 (302) 255-9688

Appoquinimink State Service Center 122 Silverlake Road, Middletown, DE 19709 (302) 378-5770, ext. 206

KENT COUNTY

Main Office: Williams State Service Center 805 River Road, Dover, DE 19903-0637 (302) 857-5040

SUSSEX COUNTY

Georgetown State Service Center 546 S. Bedford St., Georgetown, DE 19947 (302) 856-5262

HOME DELIVERED MEALS

The statewide Home Delivered Meals Program provides hot, nutritious meals primarily to individuals age 60 and over who are homebound by illness or incapacitating disability. Individuals interested in volunteering to deliver meals may do so by calling one of the projects listed below:

WILMINGTON/New Castle County

City Fare

1703 W. 10th St., Wilmington, DE 19805 (302) 421-3733

KENT COUNTY

MANNA

Modern Maturity Center 1121 Forrest Avenue, Dover, DE 19904 (302) 734-1200

SUSSEX COUNTY

CHEER Inc.

546 S. Bedford Street, Georgetown, DE 19947 (302) 856-5187

Want to make a difference?...

Volunteers are needed to teach Delaware Medicare beneficiaries and their caregivers how to protect themselves from Medicare fraud.

Are you experienced in the medical field? Have you helped others understand Medicare or Medicaid issues? If so, you can make a difference as a Senior Medicare Patrol Volunteer in your community.

Training is provided. Hours are flexible. For information, call 1-800-223-9074. Get more out of LIFE — know Medicare!





www.dhss.delaware.gov/dsaapd

Program funded by the Older Americans Act through the U. S. Administration on Aging.

Volunteerism continued



Meals-On-Wheels of Lewes & Rehoboth, Inc.

32409 Lewes-Georgetown Highway, Lewes, DE 19558 (302) 645-7449

JOINING GENERATIONS

DHSS' Division of Services for Aging and Adults with Physical Disabilities operates the intergenerational program called Joining Generations. Joining Generations works to stimulate involvement between older Delawareans and youth. The program focuses on the issue of grandparents and relatives raising others' children:

DHSS Division of Services for Aging and Adults with Physical Disabilities

New Castle County (302) 255-9390 Statewide Toll Free (800) 223-9074

E-mail us at dsaapdinfo@state.de.us

RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP)

The Retired and Senior Volunteer Program is a program which makes volunteering easy and rewarding for anyone over the age of 55. Seniors use their skills and talents, and find volunteer assignments at non-profit agencies and organizations, schools, hospitals, museums, senior centers, and many other sites. RSVP provides all volunteers with insurance, help with transportation, and special recognition. There are no dues, no fees, and no income requirements.

If you would like more information about the hundreds of volunteer opportunities available for seniors, or would like to involve senior volunteers in your organization, call:

NEW CASTLE COUNTY

Holloway Campus - Debnam Bldg. 1901 N. DuPont Highway, New Castle, DE 19720 (302) 255-9748

KENT COUNTY RSVP

Modern Maturity Center 1121 Forrest Avenue, Dover, DE 19904 (302) 734-1200

SUSSEX COUNTY RSVP

546 S. Bedford Street, Georgetown, DE 19947 (302) 856-5815

Listening Ears and Big Hearts

Volunteer Ombudsmen give a voice to residents of Delaware's long term care facilities who may have concerns they can't handle themselves.

The care, concern, training and professionalism of Delaware's Volunteer Ombudsmen help assure dignity, respect and quality of life for the disabled and elderly in long term care facilities in your community.

For information about volunteer opportunities with our Long Term Care Ombudsman Program, call 1-800-223-9074 or visit www.dhss.delaware.gov/dsaapd.



The Long Term Care Ombudsman Program is funded by the Older Americans Act through the U. S. Administration on Aging.

Volunteerism continued



SERVICE CORPS OF RETIRED EXECUTIVES (SCORE)

Sponsored by the Small Business Administration, SCORE provides an opportunity for retired persons to lend their expertise to new or existing small businesses. The program links the experience and expertise of retired executives to the needs of small businesses and community organizations.

Retired executives who wish to join SCORE, and managers who could use the services SCORE offers, should contact the Small Business Administration. Counselors are available throughout the state. For more information, call:

SCORE

824 Market Street, Suite 610, Wilmington, DE 19801 (302) 573-6552

VOLUNTEER Resource Center

The Volunteer Resource Center matches adults of all ages with community agencies in need of volunteers. Volunteers with almost every type of interest and skill can be "linked" with agencies that can put them to work. For more information about the Volunteer Resource Center, call:

Volunteer Resource Center

New Castle County (302) 255-9748 Kent/Sussex County (800) 815-5465

www.VolunteerDelaware.org

Delaware Money Management Program

A financial services lifeline for low income seniors.

The Delaware Money Management Program is co-sponsored by the Delaware Division of Services for Aging and Adults with Physical Disabilities and the AARP Foundation. The program helps low income seniors and adults with physical disabilities who have difficulty budgeting, paying routine bills and keeping track of financial matters.

Program volunteers assist individuals who do not have family or friends to step in and help.

For more information and volunteer requirements, call 1-800-223-9074.



We can help you via e-mail! dsaapdinfo@state.de.us

"My mom's in Delaware and I'm not. Can you help me find services for her such as home health care, assisted living and an elder law attorney?"

Our helpful staff welcomes your e-mail questions and we will answer them in a timely manner.



Web Sites



Here is a sampling of some helpful Delaware and national web sites for older persons and persons with disabilities. The Division of Services for Aging and Adults with Physical Disabilities has its own web site (www.dhss.delaware.gov/dsaapd) with many links to other aging and disability sites.

www.aarp.org	AARP
www.aoa.gov	Administration on Aging
www.aidsdelaware.org	AIDS Delaware
www.alz.org	Alzheimer's Association
www.alade.org	American Lung Association
www.arthritis.org	Arthritis Foundation
www.cancer.org	American Cancer Society
www.contactdelaware.org	Contact Delaware
www.declasi.org	Community Legal Aid Society of Delaware
www.contactdelaware.org	Contact Delaware
www.delawareagingnetwork.org	Delaware Aging Network
www.asel.udel.edu/dati	Delaware Assistive Technology Initiative
www.delawarenonprofit.org	Delaware Association of Non- Profit Agencies
www.delarf.org	Delaware Association of

Rehabilitation Facilities

www.dcgp.org Delaware Council on

Gambling Problems

www.dhss.delaware.gov/dsaapd Delaware Division of Services

for Aging and Adults with

Physical Disabilities

www.delawarehelpline.org Delaware Helpline

www.delawarehospice.org Delaware Hospice

www.delawareseniorolympics.org Delaware Senior Olympics

www.diabetes.org American Diabetes Association

www.gu.org Generations United

(intergenerational programs)

www.wilmingtonseniorcenter.org/grc.html

Grandparent Resource Center, Wilmington Senior Center

www.jccdelaware.org Jewish Community Center

www.thelatincenter.org Latin American

Community Center

www.mealsonwheelsde.org Meals on Wheels Delaware

www.beachmeals.com Meals on Wheels of Lewes and

Rehoboth, Inc.

www.medicare.gov Medicare

www.mhainde.org Mental Health Association

of Delaware

www.pumh.org Methodist Country House

www.milfordseniorcenter.net Milford Senior Center

Web Sites continued



www.modern-maturity.org www.nationalmssociety.org

www.nfcacares.org

www.stroke.org

www.nccde.org

www.newarkseniorcenter.com

www.shhh.org

www.ssa.gov

www.delaware.gov

www.scss.org

www.uwde.org

www.wellnessdelaware.org

www.westsidehealth.org

Modern Maturity Center

Multiple Sclerosis Society

of Delaware

National Family Caregivers

Association

National Stroke Association

New Castle County

Government

Newark Senior Center

Self Help for the Hard

of Hearing

Social Security Administration

State of Delaware

Sussex County Senior Services

United Way of Delaware

The Wellness Community

Westside Health Center

Read it on line!

Our web site is at your service 24 hours a day. Check it out. You'll find a lot of helpful consumer information there.

www.dhss.delaware.gov/dsaapd



A Guide to Obtaining Assistive Technology Devices & Services for Adults in Delaware



Delaware Assistive Technology Initiative (DATI) (800) 870-DATI (in-state) or (302) 651-6790 (302) 651-6794 (TDD) www.dati.org

This resource is about assistive technology (AT): what it is, how to learn more about it, and how to pay for it. The term assistive technology can be misleading, confusing, even scary. Images of robots and spacesuits come to mind. But if you wear glasses or have ever used a jar opener to budge a sticky lid, you've used an assistive technology device.

Simply put, "assistive" means that an item is designed to help, and "technology" is a modern-day word for a tool, device, or piece of equipment. In other words, AT helps you to perform tasks you would be unable to complete without assistance. Most people want to live in their own homes, manage for themselves, and enjoy life regardless of their disability or age. Assistive devices can make it easier to prepare meals, play cards, attend church, go to the grocery store, and much more. Every person has different needs, different skills, and different aspirations. Assistive technology helps to increase independence, enhance skills, and broaden aspirations—AT helps expand your abilities.

The material included in the following pages is about possibilities. Explanations of how assistive devices can bring greater independence to people who may be experiencing difficulties seeing, hearing, moving, talking, or remembering are presented. If this information awakens you to possibilities, you'll be glad to know that there is a free, friendly resource in your own backyard that can help you explore the device options available to you.

The **Delaware Assistive Technology Initiative** (DATI) can help you discover AT solutions and will lend you tools to try out at home, at work, or wherever you plan to use them. If you require more specialized support, we can help you find specialists to assist. DATI can also help you identify resources to pay for the device that best suits you. Our services are available to all Delaware residents. There are no eligibility limitations, other than state residency. With the exception of some training events, DATI services are provided at no cost!

DATI has a great deal to offer Delawareans...

- Assistive Technology Resource Centers (ATRCs), one in each county
- No cost, short-term AT loans that let you "try before you buy"
- Financial loan programs for AT and telework equipment
- AT Exchange Program (AT "want ads")
- AT workshops and other training sessions
- Advocacy for improved AT access, policies, and funding
- Informational material in a variety of formats

- Quarterly newsletters and a website with resource materials
- Participation in conferences, community meetings, and health fairs
- Collaborative ventures with state and private agencies
 DATI's ATRCs are located in Wilmington, Dover, and Georgetown.

These centers are barrier-free, open to the public, and contain extensive collections of AT devices. Highly-qualified AT specialists are available to demonstrate equipment and help identify technology options for a specific need. If you think assistive technology might make your life easier and more enjoyable, you owe it to yourself to contact the DATI. Statewide contact information can be found at the end of this document.

The World of Assistive Technology

The following section provides an overview of different types of AT, with some examples of each equipment category, as well as some pointers on how to acquire needed equipment.

Low Vision

This AT category assists people with low vision or blindness by increasing contrast, enlarging images, or substituting visual signals for tactile or auditory ones.

Devices for people with low vision are wide ranging. Magnifiers enlarge visual information and come in all shapes and sizes (hand held, wearable, mounted on stands, and more). Special closed circuit video systems can be set up to magnify reading materials. Enlarged information, like the large-print books at your local library, can be a great help. Available products range from jumbo-print bingo cards to low vision watches and calculators with enlarged displays. "Talking" technologies such as calculators, clocks, thermometers, and watches are readily available. Likewise, information on a computer screen can be accessed by screen reading software.



Lighted magnifier



Closed circuit video system

Orientation and navigational products abound. These devices help users move about and travel safely and independently. Such items include white canes, walkers, guide dogs, and personal navigation systems. In fact, some cell phones now feature GPS.

Purchasing Aids for Low Vision

A low-vision or AT specialist can help pinpoint your needs and find equipment that works for you. Once a choice has been made, many of the less expensive aids can be purchased at a store near you. Places like Target, Wal-Mart, Home Depot, and Lowe's have become convenient places to find devices that people with low vision will find helpful. Catalogs and the Internet are also great sources. In addition, The Delaware Association for the Blind (DAB) has a store at 800 West Street in Wilmington that offers a wide variety of items for those who are totally blind and those with low vision. You can call the DAB store at (302) 655-2111 or (888) 777-3925

for more information. **Assistive Listening**

This category includes equipment that makes auditory information accessible to those with hearing loss, either by amplifying the sound or converting it into visual or tactile information. There are four main categories of assistive listening devices: alerting, listening, telecommunication, and closed captioning.

Hearing aids fall into this category as do many other devices that may be less familiar to you. A personal FM system or an amplified telephone can help minimize the effects of distance, background noise, and/or poor acoustics, making the essential sounds easier to hear. Alerting devices transform sounds into other modalities making them more accessible. Many



Talking timer



Vibrating timer



Personal amplifier



Portable TTY

important signals in our daily life —a ringing telephone, a doorbell, a baby's cry—can elude a person with hearing loss. A cell phone can be set to vibrate to indicate an incoming text message. A doorbell or smoke

alarm may have a flashing light. Baby monitors can be set to vibrate. In the case of telephones, a text telephone device (TTY) might work. The TTY allows a person to send and receive print (instead of voice) over the telephone wires. If the person on the other end of the phone prefers to speak, the telephone relay service is available. Closed captioning provides access to television programming by having the soundtrack transcribed into text that scrolls across the bottom of the screen.

Purchasing Assistive Listening Devices

The first step in selecting a hearing aid or other assistive listening device is evaluation by a doctor or audiologist. This is essential because people vary in the nature of their hearing losses, and a device perfect for one person would be useless to another. Once the appropriate product has been identified, it can be purchased through an audiologist or a hearing aid specialist. After being fitted for the device, several adjustment appointments and training



Amplified and large button phone

sessions may be required to maximize the user's benefit from the device. Telecommunication and alerting devices, along with closed captioning decoders, can be purchased without a doctor's prescription. The phone company, local electronics stores, and online vendors typically sell these types of devices.

Computer Access

Devices in this category improve access to computers by facilitating input or enhancing output. Input interfaces are devices or software systems that provide an alternate means to control the computer. Output devices provide alternate access to information available from a monitor or printer.

Those who have difficulty interacting with a computer due to sensory, motor, or cognitive limitations can benefit from these devices. For people with visual limitations, access is possible



Talking word processor

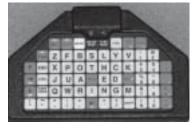
by hardware- or software-based screen magnification, screen reading

devices that convert visual information into speech, or by devices that convert information into Braille. Those who have difficulty with input using the keyboard and mouse have a vast number of options: reconfigured keyboards, enlarged or miniaturized keyboards, modified mice, trackballs, joysticks, head- or eye gaze-controllers, speech input, or switch-activated scanning. The traditional auditory cues can be replaced with visual cues for those with hearing difficulties. For those with cognitive limitations, computer control functions and, the appearance of the display can be simplified.

Purchasing Computer Access Equipment Computer access technology can be purchased through electronics and computer



Reconfigured keyboard



USB mini keyboard

stores as well as through companies that specialize in this type of technology. However, it is important to find a device with features that match the user's needs, and this can only be done with the help of a knowledgeable professional. Following an evaluation by a specialist, it is likely that s/he will suggest one or more devices for trial use before a final recommendation is made.

Daily Living

This type of AT increases an individual's participation or independence in daily activities. They enable people with mobility, dexterity, or cognitive limitations to control household devices or make changes to their immediate environment. Such activities include eating and grooming as well as getting out of bed and cooking.

There are hundreds of clever tools and gadgets that make day-to-day tasks more manageable: kitchen utensils with comfortable grips, long handled bath and dressing aids, and



Flexible utensils

implements that enable you to complete two-handed tasks with one hand. In fact, daily living aids are used from the moment people wake up until

the time they go to bed. In the morning, the use of a bed rail provides support as a person gets up from a lying down or seated position. Lunch may include the use of large handled utensils so that gripping the silverware is easier. In the evening, a zipper pull helps in getting dressed for a night out with friends. A book holder keeps reading material open and at a comfortable distance. And as the last lights are turned out at night, a large lamp switch makes that once difficult task simple. In fact, many commercial aids can be reproduced at home with little effort. For example, a length of



One hand can opener

rubber tubing slipped over a utensil handle may make it easier or more comfortable for someone with limited grip to hold the item.

Environmental control units (ECUs) range from remote controls used to operate the television to more powerful computer-based systems

to control such things as room temperature, indoor and outdoor lighting, home security, and the telephone. Environmental adaptations are meant to remove or reduce barriers and promote access to and within the home, employment location, and



Door Knob Handles (glow-in-the-dark)

community. Such adaptations usually involve construction, engineering, and architecture, and may also include environmental controls and switches that can control a large portion of or an entire living environment.

These are typically permanent or semipermanent structures, modifications, or additions.

Purchasing Devices for Daily Living
Many switches and gadgets are available
through catalogs and, because home
automation and ECUs have become
very popular, you can often find them
at local home stores. Though relatively
inexpensive and easy to install, the
product descriptions on the packaging



Wall unit module remote control

may be confusing. Consult the sales staff for guidance, or contact an AT specialist to help you make sense of the many types of available products.

Learning and Memory

This AT category includes products that make instruction more explicit and engaging, enable the instructions to be customized for the learner's strengths and needs, and assist with memory issues.

Learning tools are of most use when the correct match between the AT device, the person, and the task is found. Different tasks may require different AT equipment. Memory aids help you to remember things that are important to you. Some common devices, like cell phones and personal digital assistants (PDAs), can function as memory aids. Electronic reminders often include



Pill box timer

scheduling software, to-do lists, and/or reminder features. Other items are more specific. You can buy medication planners, electronic locators, and even special placemats that show where to place the table settings.

Purchasing Learning and Memory Aids
Considering this AT category includes
many different items, devices can be
purchased through a variety of sources.
Large computer and home office stores
typically carry software, word processors,
calculators, recording devices, and
PDAs that can aid in the development
of learning and memory strategies.
Many memory devices can be found in



Digital recorder

drug stores, kitchen and hardware shops, and other stores you may visit. There are also specialty catalogs and Internet sites that offer hundreds of possible memory aids.

Mobility, Seating, and Positioning

This category includes products that support or improve mobility as well as the equipment used to customize mobility alternatives. Seating and positioning devices improve body stability, provide trunk and head support, and reduce pressure on skin. Mobility devices aid movement in space as well as movement over distances.

Purchasing Mobility, Seating, and Positioning Devices

It may be tempting to select a mobility product from a catalog or TV commercial, but it is essential to find a device with features that match your specific needs and body type. Physical or occupational therapists, in partnership with AT specialists or rehabilitation engineers, can help you match your needs and preferences to available tools. Following an evaluation with a team, a recommendation is made. A physician must write a prescription for the product if it is to be paid for by medical insurance (including Medicare



Bath lift

and/or Medicaid). Because mobility products tend to be expensive, both a

professional consultation and a device trial period are important steps in obtaining this type of device.

Recreation and Leisure

This group of products contains items that facilitate participation in sports, health, physical education, recreation, leisure, hobbies, and other recreational pursuits. Modified hunting and fishing equipment is available. Likewise, large print playing cards and bingo cards, automatic card shuffling machines, magnifiers for needlework, cleverly-designed gardening tools, and much, much more can be easily obtained.

Purchasing Recreation and Leisure Devices Many of the devices related to this section can be purchased commercially. However, as with the other categories, it is important to speak with



Giant face playing cards



Modified garden tools

an AT specialist or other professional in the field to learn which equipment will work best for you.

Speech Communication

Products in this group are designed to assist with speaking and face-toface communication for individuals with speech disabilities. The devices in this category may be called "speech generating devices" or "augmentative and alternative communication systems" (AAC systems). Regardless of what they are called, these tools assist people to communicate effectively and efficiently so that they can participate meaningfully in their daily lives. They range from devices with a very limited number of message options to those that permit unlimited generation of messages. They may be activated by touch, switch, or eye gaze.



Text to speech word processor

Some require spelling and reading ability while others use pictures to represent message choices.

Purchasing Speech Generating Devices
Although communication products can be ordered directly from a number of vendors, it is not wise to do so until you have determined, with the help of a speech-language pathologist, the device that best meets your needs. Insurance companies will require such evaluations, as well as a prescription from your doctor, if they are being asked to pay for the device



Palmtop AAC device

Vehicle/Transportation

This category promotes independence and enhances safety in transportation through the adaptation of vehicles. Devices in this category include vehicle ramps, adaptive shoulder and seat belts, tiedowns and lock-downs that secure wheelchairs to the



Modified van

vehicle floor, hand controls, extended directional mirrors, and vehicle modification (for example, installation of lifts, ramps, and raised roofs).

Purchasing Vehicles/Transportation

The purchase of a modified vehicle or the modification of a vehicle you already own can be challenging. The first important consideration

is safety for drivers, passengers, and others on the road. Specialized driving evaluations and instructions are available from Certified Driver Rehabilitation Specialists. They can evaluate your needs, recommend equipment, and provide training. Vehicle modification equipment is available from some car dealerships and specialized equipment venders; make sure you select a reputable vendor—your safety depends on it! Adapted vehicles can also be very expensive; see the next section of this guide for some funding tips.

Acquiring Assistive Technology

This section will familiarize you with some key funding sources for AT in Delaware. There are many ways to get the equipment that you need. In some cases, your medical insurance may cover part or all of the cost. If you receive services from a state agency, the agency may offer some assistance. The DATI operates the AT Exchange, a "want ads" system that helps people locate used equipment. Some charitable or civic organizations may provide funding assistance, or you may choose to pay for the item yourself. The DATI offers two special financing programs for Delawareans in this situation.

Be aware that many funding sources require evidence that the item you have selected is the right one for you. You may be required to provide evaluation results from a qualified professional or proof that you have tried the device and found that it meets your needs. Some funding sources will require you to have a prescription from your doctor. It is wise to consult potential funding sources about their requirements in advance of your request; otherwise, you may encounter significant delays in the processing of your request.

The DATI maintains a *Guide to Funding Resources for Assistive*Technology that contains detailed information on numerous funding sources. The Guide can be accessed from the DATI website. DATI staff can also provide consultation about funding options. Call (800) 870-DATI (3284) for more information about this free service.

Medical Insurance

You may be able to get equipment funded through your medical insurance if it is found to be "medically necessary" and if it is a covered benefit under your particular insurance plan. Private insurances vary widely in what they cover; carefully review the language of your benefits materials. Be forewarned that this language can be confusing. Your insurance plan

should be a valuable resource in understanding your coverage; however, feel free to give us a call if you would like some help interpreting this information.

Medicare and Medicaid also have specific guidelines for what will and won't be covered. Both typically cover AT that is deemed medically necessary as prescribed by a physician, able to withstand repeated use, and specific to the diagnosis of the user. Both also typically *exclude* aids for daily living, environmental control units (ECUs), assistive listening devices, aids for low vision, and home and vehicle modifications.

It is important to be aware that requests for equipment are commonly denied the first time. Do not accept this denial as the final word on the matter if you feel that your request was in line with your scope of benefits. Instead, get a written indication from your insurer about the reason for the denial, and then follow your insurer's procedures for appealing the decision. An amazing number of requests are approved on appeal, so the time and trouble can be worth your while. Again, if you need help understanding this process, feel free to contact the DATI for assistance.

Vocational Rehabilitation

The State vocational rehabilitation (VR) agencies are a major funding source for assistive technology (AT) for working-age (age 16 or older) individuals with disabilities.

In order to be eligible for employment related services from the Division of Vocational Rehabilitation (DVR) or the Division for the Visually Impaired (DVI):

- one must have a disability
- the disability must constitute an impediment to employment
- a financial needs test must be met (Recipients of SSI and SSDI benefits often qualify. Family income is a determining factor.)
- one must require vocational rehabilitation services in order to become employed.

Federal law requires that state VR agencies presume that a person with a disability is able to work, regardless of the severity of the disability, unless the VR counselor can clearly demonstrate otherwise. A counselor must exhaust all options, including AT intervention, before denying eligibility on the basis of a person's inability to work.

This same law exempts AT purchases from vocational rehabilitation agencies' customary "comparable services and benefits" regulations. This means that VR beneficiaries do not have to endure delays in obtaining AT

while the counselor searches for other funding sources.

Upon entry into the VR program, an applicant works with a counselor to determine which services may be needed. After the client's needs are evaluated, an Individual Plan of Employment (IPE) is developed. The IPE should document any needed AT devices or services. Thereafter, the individual's counselor arranges for the necessary AT devices or services. At times, VR will combine its resources with those of other public and private agencies in order to maximize its ability to obtain AT for clients.

DVR has specific guidelines in the case of certain types of AT, such as home modifications, vehicle modifications, and hearing aids. (DVR may pay for home and vehicle modifications if they are in the IPE and will help promote or advance progress toward an employment goal.) For example, in the case of vehicle modifications, the agency will determine eligibility based upon certain factors such as the age of the vehicle, mileage, and its condition.

Consideration of Other Options

Though AT is exempt from VR agencies' comparable benefits restrictions, it is sometimes better to obtain AT such as seating, positioning, and mobility devices through other funding sources such as private insurance or Medicaid. In some circumstances, an individual's employer has the responsibility to purchase AT as a "reasonable accommodation" under the Americans with Disabilities Act. In other instances, if the person's disability resulted from a work-related illness or injury, Worker's Compensation may cover the cost of AT devices and services.

The statewide voice and TTY number for DVR is (302) 761-8275.

Independent Living (IL)

Both VR and IL services are authorized under the same federal law; however, IL services do not need to be connected to an employment goal. AT may be funded under the IL Program when the device or modification promotes the goal of independent living.

In order to be eligible for IL services, one must:

- · be a Delaware resident aged 16 or older
- have a significant, documented disability
- meet a financial needs test (Recipients of SSI and SSDI benefits often qualify. Family income is a determining factor.)
- seek to live independently.

For additional information, please contact the Independent Living Program at the Appoquinimink State Service Center (302) 378-5779 (voice/TDD).

Social Security

Recipients of Social Security benefits such as Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) may be eligible for various income "set-aside" programs such as the Impairment-Related Work Expense (IRWE) and Plan to Achieve Self Support (PASS). These programs enable persons to set aside income to pay for AT devices or services while retaining Social Security eligibility.

The statewide, toll free number for the Delaware office of Social Security is (800) 772-1213, and their toll free TTY number is (800) 325-0778.

Division of Services for Aging and Adults with Physical Disabilities (DSAAPD)

DSAAPD may have funds available to enable the purchase or rental of new or used assistive devices when the device promotes either independent activity or communication. Typically, funds for any DSAAPD project are only available when no other funding source is available or when there is not enough money from another source to pay for the needed device or modification.

AT Exchange

The AT Exchange is a "classified ads" service available on the DATI website (www.dati.org). People list equipment that they no longer need for sale or donation, and you can also list items that you're looking to obtain. There's no cost to use this service, and if you don't have access to our website, a DATI staff member will be happy to help you review the listings or add a listing of your own. For more information, contact our Sussex County location at (302) 856-7946.

DATI Loan Programs

The Delaware Assistive Technology Loan Program (DATLP) assists Delaware residents with disabilities to acquire equipment that they need to help them learn, work, play, and participate in community life as safely and independently as possible. All types of assistive technology, including (but not limited to) home modifications, vehicle modifications, communication devices, sensory aids, and adapted computer equipment may be acquired with loan funds. The Delaware Telework Equipment Loan Program (DTELP) provides loans for computers, office equipment,

materials, and/or environmental modifications that make it possible for an individual to be gainfully employed from home or other location remote from an employer. For information about either program, contact the Delaware Assistive Technology Initiative at (302) 651-6869 or email dati@asel.udel.edu. Information is also available on the web at dati.org/funding/LowInterestLoan.html.

Civic and Charitable Organizations

Some civic and charitable organizations will assist people in obtaining assistive devices and modifications, but they may limit eligibility to people with certain characteristics. For example, The National Multiple Sclerosis Society—along with several other MS organizations—focus their funds on devices and services for people with MS. Other organizations provide funds for specific needs. The Lions Club may help fund hearing aids, and vision equipment, and often has devices such as crutches, wheelchairs, and walkers to lend. The Paralyzed Veterans of America (PVA) may provide funds for equipment or modifications; their funding is not necessarily limited to veterans or any particular medical diagnosis. Because of limited space, we cannot provide the full list of options of this nature. Contact DATI for more information.

In Conclusion...

We hope this information has opened your eyes to the possibilities that AT has to offer. If you'd like to figure out what your device options are, the best way is to see and try the equipment we have available to loan. DATI's AT specialists would be happy to provide you with the opportunity to do just that. We encourage you to contact your local Assistive Technology Resource Center (ATRC)—there's one in each county—and make an appointment to visit. These friendly folks will not bury you in technical mumbo-jumbo. They will sit down with you, discuss your personal needs, and suggest equipment that you may wish to consider. In some cases, they may recommend that you seek an evaluation by a qualified professional such as a physical therapist, audiologist, or speech-language pathologist. Or they might send you home with some equipment to try in your home or office. The chance to "try before you buy" has helped many people avoid mistakes that cost them time, money, and aggravation.

DATI staff will also be able to direct you to information about funding options for equipment. Although some assistive devices can be

purchased at local stores, other items are more specialized and may carry considerable cost. Staff members are also available to come and speak about AT devices at meetings of groups such as AARP chapters, local book clubs, and community centers. Almost all of the services offered by the DATI are free-of-charge to Delaware residents.

Contact Information

For information regarding upcoming DATI events, funding and policy matters, loan programs, and advocacy issues, please contact our Central Site:

Delaware Assistive Technology Initiative Central Site

Alfred I. duPont Hospital for Children

P.O. Box 269, 1600 Rockland Rd.

Wilmington, DE 19899-0269

(800) 870-DATI (DE residents only) or (302) 651-6790

(302) 651-6794 (TDD); (302) 651-6793 (fax)

For questions regarding equipment demonstrations, short-term loans, personal AT options, or to speak with an AT specialist, contact your local ATRC:

New Castle County ATRC

Alfred I. duPont Hospital for Children

203 Administration and Research Building

P.O. Box 269, 1600 Rockland Rd.

Wilmington, DE 19899-0269

(302) 651-6790; (302) 651-6794 (TDD)

(302) 651-6793 (fax)

email: newcastle.atrc@dati.org

Kent County ATRC

Easter Seals Kent County Center

100 Enterprise Place, Suite One

Dover, DE 19904-8200

(302) 739-6885; (302) 739-6886 (TDD)

(302) 739-6887 (fax) email: kent.atrc@dati.org

Sussex Country ATRC

20123 Office Circle

Georgetown, DE 19947

(302) 856-7946; (302) 856-6714 (TDD)

(302) 856-6990 (fax)

email: sussex.atrc@dati.org

Index



1802 West	133
55+ Retirement Communities	139
911 System	70, 71
A A B a common B a common a co	20
AAR Recovery Program	
AARP Delaware	
Able Arts Theatrical Troupe	
ABLEDATA	
Absalom Jones Senior Center	
Absolute Home Health Care	
Academy Mortgage LLC	
Academy of Lifelong Learning	
Access-Able Travel Source	216
Accessibility	
Accessible Journeys	216
Accessible Van Purchase	244
Accessible Vans and Mobility	12, 244
Accessible Vans of America	245
Accord Health Service at Brandywine	198
Active Day of Newark	18
ADA (Americans with Disabilities Act) Resources	224
ADA Information Line	224
ADAPT	21, 225
Adaptive Environments	12
Adaptive Pinball Machine for Wheelchair Users	216
Addictions Coalition of Delaware	22, 29
ADDUS HealthCare	104, 112, 116, 23
Administration on Aging (AOA)	225
Adopt-A-Family	
Adult Day Care	17
Adult Family Care Homes/Foster Care	
Adult Plus+ Program	64, 236
Adult Protective Services	
Advanced Alert	101
Advanced Health Care Directive	
Advocacy/Self-Help Groups	
AIDS Delaware	
AIDS Hotline	
Alcohol/Substance Abuse Services	
Alcoholics Anonymous	
Alliance for the Mentally III in Delaware	



ALS Delaware Caregiver Support Group	239
Alzheimer's Association, Delaware Valley Chapter22, 32	
Alzheimer's Disease	32
Alzheimer's Disease and Related Disorders Association, Inc. (ADRDA)	208
Amedisys Home Health104, 11	
American Amputee Soccer Association	
American Association of People with Disabilities	225
American Association of Retired Persons (AARP)21	, 208
American Cancer Society22, 209	, 239
American Dance Wheels	216
American Diabetes Association22, 209	, 239
American Heart Association	209
American Home Patient	12
American Liver Foundation	209
American Lung Association22, 209	, 239
American Mobility12	, 245
American Red Cross	68
Amputee Coalition of America	225
Amputee Support Group of Delaware210	, 240
Amtrak	244
Antonian (The)	134
Appoquinimink Public Library	4
Appoquinimink State Service Center	75
Aquila	29
Arbors at New Castle	198
ARC (Association for the Rights of Citizens with Mental Retardation) of the U.S	226
Architectural Accessibility Board	13
Arden Courts Manor Care	34
Art Therapy Express	216
Arthritis Foundation22, 210	, 240
Asperger's Network of Delaware	22
Assisted Living Facilities	33
Association for the Rights of Citizens with Mental Retardation (ARC/DE)	
Aston Home Health	104
Atlantic Shores	37
Atlantic Shores Rehabilitation and Health Center	204
Autism Delaware	22
Autism Society of America	226
Avenue Medical and Construction	13
В	
Bay to Beach Builders	
Rayada Nurses Inc	10/

Bayhealth at Kent General Home Health Care	114
Bayhealth at Kent General Hospital	
Bayhealth at Milford Memorial Home Health Care	114
Bayhealth at Milford Memorial Hospital	184
Baynard Apartments	133
Beach Center on Families and Disability Bureau of Child Research	
Bear Public Library	
Beebe Home Health Agency	116
Beebe Medical Center	184, 231
Best Buddies Delaware	
Better Business Bureau of Delaware, Inc	52
B'nai B'rith House	135
Book Buddy Program	
Boulevard (The)	219
Brain Injury Association of Delaware	23, 210, 226, 240
Brandywine Assisted Living at Fenwick Island	
Brandywine Assisted Living at Seaside Pointe	
Brandywine Counseling Inc	
Brandywine Senior Center	
Brandywine Senior Transitions	
Brandywine Social Club	
Brandywine Village Apartments	137
Breathe For Your Life Support Group	210
Brian Mooney Construction	13
Bridgeville Senior Center	42, 88, 237
Broadmeadow Healthcare	198
Bryn Mawr Hospital	186
C	
C & D Senior Center	87, 235
Cadbury at Lewes	•
Cadia Healthcare Riverside	
Cadia Rehabilitation Pike Creek	
Call a Nurse (Christiana Care)	
Cancer Care Connection	·
Cancer Resources	169
Canine Partners for Life	
Cape Henlopen Senior Center	
Capitol Healthcare Services	202
CARE Delaware (Caregiver Assistance-Respite-Education)	39
Care Management/Assessment of Needs	
Caregiver Support Groups	
Caregiving Resources	
Carleton Court	
Casa San Francisco	
Catholic Charities	
Center for Disability Studies	23, 217



Center for Homeownership (YWCA)	
Center for Therapeutic and Educational Riding	217
Center for Universal Design, College of Design	
Center of Hope (St. Claire Medical Outreach)	
Centers for Disease Control and Prevention (CDC)	
CERTS Adult Activities Center	
CHADD (persons with Attention Deficit Hyperactivity Disorder)	
Challenger Little League/TOPS Soccer	
Chandler Heights Apartments	
Charleston Place	
CHEER Activity Center	88
CHEER Apartments	137
CHEER INC. (Sussex County)	147, 232, 251
CHEER Inc. Homemaker and Home Health Services	116
CHEER Transportation	
Chelten Apartments	135
Chesapeake Rehab	13
Child Care	154
CHILD Inc	159
Child Support	154
Children and Adults with Attention Deficit Disorders (CHADD)	23
Children and Families First/Family and Workplace Connection	46, 91, 159
Children's Beach House	217
Choices for Seniors, Inc	114
Christiana Care (Helen F. Graham Cancer Center) Breast Cancer Special Needs	Fund)173
Christiana Care Adult Day Program	
Christiana Care Health Services - Christiana Hospital	183
Christiana Care HIV Program	178
Christiana Care House Calls Program	178
Christiana Care/Visiting Nurse Association	105, 116, 232
Christiana Counseling	57
Churchman Village	198
City Fare	85, 89, 251
City of Dover	123
City of Dover Department of Community Development	122
City of Milford	122
City of Newark Planning Department	121, 123
City of Wilmington Emergency Management Office	72
City of Wilmington Real Estate & Housing Department	121, 123
City of Wilmington Senior Citizen Coordinator	
Claymont Family Health Services	
Claymore Senior Center and Fitness Center	
Clearinghouse on Abuse and Neglect of the Elderly (CANE)	

Client Assistance Program	23
Closing the Gap (assistive technology)	226
Coastal Leisure Center Ocean View CHEER Center	43
Cokesbury Village	198
Cokesbury Village Assisted Living	34
Comfort Care at Home	105
Comfort Keepers	105, 114
Community Development and Housing Rehabilitation Program	123
Community Development Block Grant Program	
Community Healthcare Access Program (CHAP)	
Community Legal Aid Society of Delaware	
Community Mental Health Centers (DSAMH)	
Companion Hearts, LLC	
Companion Programs	
Compassionate Care Hospice	
Compassionate Friends	
Compassionate Home Care	
Compton Towers	
Congregate Nutrition Program	
Connecting Generations	
Connections Community Support Programs	
Consumer Credit Counseling Services of Maryland & Delaware, Inc	
Consumer Health Information Service of the Delaware Academy of Medicin	
Consumer Information	
CONTACT Delaware, Inc	
Cooperative Extension Services	
Corbit-Calloway Memorial Library	
Cornerstone Senior Center	
Council for Exceptional Children	
Council on Deaf Equality (CODE)	
Counseling/Mental Health Services	
Country Rest Home	
Courtland Manor	
Courts of Greenwood	
Craft Shops	
Crestview	
Crime Prevention and Victims Assistance	
Crisis Intervention, Suicide Prevention, Mental Health	
Critical Signal Technologies	101
D	
DART First State	23. 245
Daybreak Mature Adult Care Center	
De La Warr Senior Center	
Deaf Communication Services Inc	
Deaf-Hearing Communication Centre	
DEAFinitions and Interpreting	



Debt Counseling	81
Decisions 4 Life	46
Defense and Veterans Brain Injury Center	226
Delaware Aging Network (DAN) The	141, 211
Delaware Assistive Technology Initiative (DATI)	13, 170, 241, 259
Delaware Assistive Technology Loan Fund	78
Delaware Association for Blind Athletes	
Delaware Association for Children of Alcoholics (DACOA)	30, 192
Delaware Association for Non-Profit Agencies (DANA)	
Delaware Association for the Blind	
Delaware Association of Rehabilitation Facilities (DELARF)	24
Delaware Breast Cancer Coalition	
Delaware Cancer Pain Initiative	
Delaware Careplan, Inc.	
Delaware Center for Justice Inc.	
Delaware Coalition Against Domestic Violence	
Delaware Commission for Veterans Affairs	·
Delaware Community Reinvestment Action Council	
Delaware Council on Gambling Problems	
Delaware Crime Stoppers	
Delaware Department of Labor - Division of Vocational Rehabilitation	
Delaware Department of Labor/Disability Program Navigator	
Delaware Department of Natural Resources and Environmental Conf	
Delaware Division for Developmental Disabilities Services (DDDS)	
Delaware Division for the Visually Impaired (DVI)	
Delaware Division of Child Mental Health	
Delaware Division of Libraries	
Delaware Division of Medicaid and Medical Assistance (DMMA)	
Delaware Division of Public Health (DPH)	
Delaware Division of Substance Abuse and Mental Health (DSAMH) .	
Delaware Division of Vocational Rehabilitation	
Delaware Ecumenical Council	
Delaware Emergency Management Agency (DEMA)	
Delaware Emergency Preparedness Agencies	
Delaware Energy Assistance Program (DEAP)	
Delaware Epilepsy Foundation	
Delaware Foreclosure Mediation Program	
Delaware Gambling Hotline	
Delaware Health and Social Services	
Delaware Healthcare Facilities Association (DHCFA)	
Delaware Healthy Children Program	
Delaware Helpline	•
Delaware HIV Consortium	211

Delaware Homes and Services for the Aging	25, 211
Delaware Hospice, Inc	
Delaware Hospital for the Chronically III (DHSS)	202
Delaware Housing Coalition	119
Delaware Kidney Fund	211
Delaware Lifespan Respite Care Network	25
Delaware Manufactured Home Owners Association	
Delaware Maryland Paralyzed Veterans	25
Delaware Money Management Program	
Delaware Money School	
Delaware People First ARC of Delaware	
Delaware Program for Deaf-Blind Children	
Delaware Psychiatric Center (DHSS)	
Delaware Relay Service	150
Delaware School for the Deaf	
Delaware Senior Medicare Patrol (SMP)	
Delaware Senior Olympics	
Delaware Special Olympics	
Delaware State Bar Association	
Delaware State Division of Revenue	83
Delaware State Housing Authority	131, 136
Delaware State Housing Authority Neighborhood Revitalization Fund P	ogram124
Delaware State University	66
Delaware Stroke Initiative	212
Delaware Tech. Dental Clinic	174
Delaware Technical and Community College	64, 67
Delaware Telework Equipment Loan Fund	78
Delaware Theater Company	217
Delaware Veterans Home	38, 204
Delaware Volunteer Legal Services, Inc. (DVLS)	160
Delaware Volunteer Ombudsman Program	
Delaware/Maryland AgraAbility	13
Delaware/Maryland Paralyzed Veterans	
Delivery Boys, The	
Delmar Crossing Apartments	
Delmar Nursing and Rehabilitation Center	
Delmar Public Library	
Delmarva Rural Ministries Hispanic Outreach Social Services	192
Delta Society National Service Dog Center	
Department of Health & Social Services	
Department of Justice - Consumer Protection UnitUnit	
Department of Justice - Victim/Witness Services Unit	
Department of Services for Children, Youth and Their Families	
Department of Veterans Affairs	
Dept. of Housing and Urban Development (HUD)	
Developmental Disabilities Council	
DHSS Division for the Visually Impaired (DVI)	93



DHSS Division of Developmental Disabilities Services	92
DHSS Division of Long Term Care Resident Protection (DLTCRP)	95, 164, 196
DHSS Division of Services for Aging and Adults With Physical Disabilities	140, 164, 195
Diamond Court	
Disabatino Construction	
Disabilities Law/Elder Law Programs	160, 161
Disability and Consumer Boards, Councils and Commissions	221
Disability Related Publications on the Net	225
Disability Rights Education and Defense Fund (DREDF)	227
Disability Statistics Center (UCSF)	227
Disabled American Veterans	212, 219
Disabled Veterans Outreach	75
Division for the Visually Impaired (DVI)	75, 242
Division of Employment and Training	74
Division of Public Health - Child Development Watch	157
Division of Senior Social Services/Family Benefit Homecare	48
Division of Services for Aging & Adults With Physical Disabilities (DSAAF	PD)157, 162
Division of State Services	157
Division of Substance Abuse and Mental Health (DSAMH)	192
Dogs for the Deaf	242
Domestic Violence Coordinating Council	60
Domestic Violence Hotlines	59, 60
Dover Housing Authority	131
Down Syndrome Association of Delaware	25
Dunbarton Village Apartments and Oaks IV	137
E	
Easter Seals Delaware and Maryland's Eastern Shore	18, 19, 26
Easter Seals Delaware and Maryland's Eastern Shore Home Accessibility Ass	essments14
Eden Rock	18, 34
Education	64
Educational Surrogate Parent Program	26
Elder Law Program	54
Eldercare Locator	148
Eldercare Molter Associates	106
ELDERinfo	56, 94, 191
Elderly Crime Victim Service	
ElderOnline/RespiteOnline	
Elwyn	232
Emergency Housing and Services	
Emergency Numbers - Crisis Intervention and Hotlines	
Emergency Preparedness	
Emergency Shelters	

Emergency/Crisis Intervention Services	
Emily P. Bissell Hospital (DHSS)	
Employment	
Epilepsy Foundation of Delaware	
Evergreen Center I	
Evergreen Center I & II - Alzheimer Day Treatment - Christiana Care Visiting ${\sf I}$	Nurses Assn18, 19
F	
Fairlee Manor Recretion and Education Center	217
Faith Center	
Family Benefit Homecare	
Family Counseling Services	
Federal Emergency Management Agency (FEMA)	
File of Life Kit	
Financial Assistance/Consumer Counseling	
Financial Freedom Senior Funding Corp	
Financial Management Services for Personal Assistance Services	
Financial Records Management for Seniors	
First Choice Home Medical Equipment	
First Mariner Bank	
First State Community Action Agency42, 49	
First State Manufactured Housing Association	
First State Senior Center	
FISH of Northern Delaware	
Fixed Route Service	
Focus Mobility	
Food Programs	
Foreclosure Prevention Materials	
Forwood Manor	
Forwood Manor Assisted Living	
Foster Grandparent Program	
Foulk Manor North	
Foulk Manor South	·
Foundation for Health Coverage	·
Fraim Center for Active Adults	86, 234
Francis X. Norton Senior Center	86, 234
Frazer Place I and II	136
Frederica Senior Center	236
Free Medicine Foundation	180
Freedom Center for Independent Living	26
Friendly Visiting Programs	49
Friends Life Care	48
Fulton Mortgage Company	130
G	
Gambler's Anonymous	192
Gardens at White Chapel (The)	



GEM	65
General Assistance (GA)	152
Generation Mortgage Company	130
Generations 5317 - New Freedom Funds Transportation Program	248
Generations Home Care	49, 106, 115, 117
Georgetown Apartments	137
Georgetown CHEER Community Center	
Gilpin Hall	
Gilpin Hall Adult Day Program	
Glossary of Disability Acronyms and Terms	
Golden Meadows	
Good Neighbor Energy Fund	
Government Programs	
Governor Bacon Health Center (DHSS)	
Governor's Advisory Council for Exceptional Citizens (GACEC)	27
Governor's Advisory Council on Services for Aging and Adults	
with Physical Disabilities (The)	
Grandparent Resource Centers	
Grandparents & Relatives Raising Other Relatives' Children	
Green Diamond Builders	
Green Meadows of Dover	
Greenwood Acres	
Greenwood CHEER Center	·
Greenwood Public Library	
Grief Support Centers	
Griswold Special Care	•
Group Homes	
Guava Homecare, Inc	
Guided Tour	
Gull House Adult Day Services - Beebe Medical Center	19
H	
H.O.M.E. (Home Oriented Maintenance for the Elderly)	
Harbor Health Care	
Harbor Towne	
Harbour Lights CHEER Center	
Harrington Senior Center	
Harrison House Senior Living	
Harvest Years Senior Center	
Health Clinics	
Health Insurance Counseling	
Health Screenings	
HABRIDG LOCC ACCOCIATION OF HALBWARD	1/1 2/ 212

Heartland Home Health and Hospice	108
Heartland Hospice	
Heartland Hospice House of Delaware	108
HEATH Resource Center	227
Help Paying Your Medicare Premium	153
Henrietta Johnson Medical Center	
Heritage at Dover Assisted Living	37
Heritage at Milford	
Heritage Manor	137
Herring Manor	
Highfield, Masonic Home of Delaware	
Hillside Center	
Hispanic Outreach Program, Latin American Community Center	91, 145
HIV Support Groups	240
Hockessin Community Center	
Hockessin Public Library	
Hogar Crea	
Holly Square	
Home Builders Association of Delaware	
Home Delivered Grocery Shopping	55
Home Delivered Meals	
Home Equity Conversion/Reverse Mortgage	
Home Health Care/Personal Assistance/Homemaker/Hospice	
Home Helpers	108
Home Instead Senior Care	•
Home Repair	
Home Weatherization Assistance/Furnace Retrofit Program	
Homeless Planning Council	
Homewatch Caregivers of Delaware	
Hope Medical Center (at Modern Maturity Center, Dover)	
Horizon House Delaware	58
Horseback Riding	218
Hospitals	
Housing	
Housing Choice Vouchers	
Housing Discrimination	
Housing Opportunities of Northern Delaware (HOND)	
Housing Rehabilitation Loan Program	
Howard Weston Senior Center	•
HUD Certified Counseling Agencies	
HUD Fair Housing Accessibility FIRST - Fair Housing Act Information	
Huling Cove and Annex	
Huntington's Disease	
Hurds Crossing	136
I	
IKOR Inc	
Independence Prosthetics and Orthotics	15



Independent Living Research Utilization Project (ILRU)	227
Independent Resources Inc. Center for Independent Living	27
Indian River Senior Center	
Information and Assistance	
Ingleside Assisted Living	
Ingleside Home Health Care	
Ingleside Homes Inc	
Ingleside Senior Services	
Intercounty Bus Service	
Interfaith Housing Delaware	
Interfaith Volunteer Caregivers	
Interim Health Care	
Internal Revenue Service	
Inter-Neighborhood Foundation	
Interpreters for the Deaf	149
J	
Jeanne Jugan Residence	
JEVS Supports for Independence	
Jewish Family Services of Delaware48,	
Jimmy Jenkins Senior Center	
Job Accommodation Network (JAN)	
Joining Generations1!	51, 158, 240, 252
Julie H.C. Bailey Training Center	32
K	
Kent Community Health Center (Delmarva Rural Ministries)	
Kent County ATRC - Easter Seals Kent County Center	
Kent County Board of Assessment	
Kent County Counseling Services	
Kent County Division of Emergency Planning and Operations	
Kent County Information/Modern Maturity Center	
Kent County Levy Court Department of Planning/Community Develop	
Kent County Planning Department	
Kentmere Nursing Care Center	
Kimmel/Spiller Jewish Healing Center	212
Kinship Care Program	152
Kirkwood Detox Center	30
Kirkwood Highway Library	4
L	
La Red Health Center	
Lafavette Court Senior Apartments	12/

Latin American Community Center	27, 30, 234
Laurel Commons I and II	138
Laurel Senior Center	
Laurel Senior Center - Adult Day Care Program	19
Lawall Orthotics and Prosthetics	15
Lawyer Referral Service	161
Learning Disabilities Association of America	227
Legal Helplink	162
Legal Services	160
Legal Services Corp. of Delaware	162
Leukemia and Lymphoma Society	27, 213
Lewes Senior Center	237
Liberty Terrace	135
Library for the Blind and Physically Handicapped	65
Library Services	65
Life Solutions, Inc	48
Life Station	101
Lifecare at Lofland Park	204
Lifeline Systems	101
Lifestyle 55+ Newspaper	146
Lillian Smith Senior Center	236
Limen House	30
Link to Life	101
Lions Clubs	176
Long Neck CHEER Activity Center	89, 237
Long Term Care Ombudsman Program (DLTCOP)	
Lorelton (The)	34
Los Jardines	
Lupus Foundation of America, Delaware Chapter	
Luther Gardens and Annex	138
Luther Towers I and II	
Luther Towers of Dover I - IV	
Luther Towers of Milton	
Lutheran Community Services	82, 125
M	
M.I.T.S. Corporation	
M.O.T. Senior Center	
Magee Hospital	
Main Towers	
Mamie A. Warren Maturity Center	
Mancus Foundation	
Manlove Manor	
MANNA Modern Maturity Center	
Manor Care Pike Creek Health Services	
Manor Care Wilmington Health Services	
Manufactured Housing (Mobile Homes)	132



Maplewood Housing for the Elderly	134
Market Street Apartments	
Marrows Court Apartments	135
Marshall Manor	138
Mary Campbell Center	200, 218
Marydale Retirement Village	135
Maxim Healthcare	110, 232
MeadowWood Behavorial Health System	183
Meals-On-Wheels of Lewes and Rehoboth, Inc	
Med Scope	
Media Access Group	
Medicaid	
Medicaid for Workers with Disabilities (MWD)	76, 97
Medicaid Waiver(s) for the Elderly and Disabled/Assisted Living/	
Acquired Brain Injury	· ·
Medical Society of Delaware	
Medical/Health Care	
Medicare	
Medicare and Medicaid/Health Insurance Counseling	
Medicare Rights Center	
Medicare Savings Programs	
Mental Health America	
Mental Health Association of Delaware	
Mental Health Services for Children	
Mental Health/Counseling	
Met Life	
Methodist Country House	
Methodist Country House Assisted Living	
Methodist Manor House	
Mid-County Senior Center	
Middletown Trace	
Milford Genesis	
Milford Housing Development Corporation	
Milford Senior Center	
Millcroft	
Millcroft Assisted Living	
Mills Landing	
Millsboro Housing for Progress Inc	
Millsboro Public Library	
Milton and Hattie Kutz Home	
Milton Public Library	
Mission Cataract USA	
Mobile Crisis Intervention Unit	178

Mobile Crisis Unit	59
Mobile Dentistry	176
Mobility International USA (MIUSA)	227
Modern Maturity Center42,	77, 232, 236
Modern Maturity Center - Kent County TRIAD	
Moss Hospital	
Moss Rehabilitation Center	
Moss Rehabilitation Hospital Travel Information	219
Multiple Sclerosis Society	
Muscular Dystrophy Association	
, , ,	
N	
NAMI Delaware	27
Nanticoke Memorial Hospital	
Nanticoke Senior Center	•
Narcotics Anonymous	
National Alliance for the Mentally III	
National Association of Retired Federal Employees (NARFE)	
National Association of the Deaf	
National Cancer Institute Cancer Information Service	
National Center on Secondary Education and Transition	
National Clearinghouse of Rehabilitation Training Materials	
National Council on Aging (NCOA)	
National Council on Disability	
National Dissemination Center for Children and Youth with Disabilities (NI	
National Easter Seals Society	
National Eldercare Locator	
National Empowerment Center	
National Eye Care Project	
National Family Caregivers Association	
National Institute on Disability and Rehabilitation Research (NIDRR)	
National Kidney Foundation of the Delaware Valley	
National Mental Health Consumer Self-Help Clearinghouse	
National MS Society	
National Multiple Sclerosis Society, Delaware Chapter	
National Organization for Rare Disorders (NORD)	
National Organization on Disability	
National Organizations	
National Ovarian Cancer Coalition	
National Rehabilitation Information Center (NARIC)	
National Reverse Mortgage Lenders Association Consumer Line	
National Spinal Cord Injury Association	
National Suicide Prevention Lifeline	
Nationwide Financial Services	
NCALL Research Inc.	
Neighborhood House, Inc.	
Nemours Health Clinic	I / /



Neuro Care/ lotal Care	110
Neurologic and Older Adult Physical Therapy Clinic	178
New Castle County Assessment Division	84
New Castle County Department of Community Services	51, 121, 131
New Castle County Minor Home Repairs Program	125
New Castle County Nutrition Program	87
New Castle County Office of Emergency Management	72
New Castle County Senior Services	146
New Castle Senior Center	87, 235
New Directions	193
New Directions Delaware Support Group	30
New Horizons Adult Day Care	
Newark Family Counseling Center	58
Newark Housing Authority	131, 135
Newark Manor Nursing Center	202
Newark Senior Center	
Newark Senior Center - Senior Home Repair Program	121
Nurse Association	
Nursing Home Transition/Money Follows the Person Project	206
Nursing Homes/Continuing Care Retirement Communities (CCRC)	194, 197
0	
Oak Grove Senior Center	87, 235
Ocean View CHEER Activity Center	89, 237
Odyssey Health Care	111
Office of Insurance Commissioner	56
Office of the Deaf and Hard of Hearing	149
Office of the Public Advocate	56
Office of the Public Guardian	166
Oncology Care Home Health	111
Open Door (Senior Evaluation and Assistance Program)	30, 58
Organizations	208
Owens Manor	136
P	
Pace Inc	30
PACER Center (Parent Advisory Coalition for Educational Rights)	
Paralyzed Veterans of America	
Paratransit Service	
Parent Information Center of Delaware (PIC/DE)	
Parenting Education Training	
Parkinson's Disease Foundation	
Darkview Apartments	

Parkview Nursing and Rehabilitation Center	198
Partial Hospital Treatment Center	193
Peach Circle	88
Peach Circle Apartments	136
Peach Tree Acres	38
Pelican Cove Long Neck CHEER Center	43
Peninsula Home Care	117
Pennsylvania Rehabilitation Hospitals	186
People's Place	30, 58
People's Settlement Association	30, 126
People's Settlement Association Senior Center	86, 234
Personal Emergency Response Systems (PERS)	100
Personal Ponies	218
Phillips Lifeline	101
Phoenix Behaviorial Health of Dover	31, 58
Pinnacle Rehabilitation and Health Care	202
Planned Parenthood	174
Point Construction	15
Poison Control Center	178
Poison Information Hotline	59
Police Victims Assistance Program	
Practice & Procedure Center	
Practice Without Pressure Center	
Pre-Admission Screening Program	
Prescription Assistance Programs	179, 180
Prestwyck Apartments	134
Project ACTION	244
Property Tax Relief	
Psychotherapeutic Community Services	
Public Housing	
Public Service Commission	56
Q	
Quaker Hill Place	
Quality Insights of Delaware	
Quality of Care Issues	
Queen Manor Apartments	136
D.	
R Base Crisis	50
Rape Crisis	
Real Life Prosthetics and Orthotics	
Recreational/Social Activities	
Regal Heights Health Care and Rehabilitation	
Regency Healthcare and Rehabilitation Center	
Repaired of Wills	
Rehoboth Beach Public Library	
NEUVVVII DEALII FUDIIL LIDIAI V	



Renaissance Health Care	206
Rental Assistance	13 ⁻
Rent-Assisted Housing for Elderly/Disabled	133
Resource Guides	
Resources	
Respite Care	23 ⁻
Respite Care Financial Assistance Program	232
Response Link	101
Retired and Senior Volunteer Program (RSVP)	252
Retirement Facilities	139
Right at Home	11
Rockford Center	183
Rockland Place	36
Rodney Court Apartments	134
Roxana CHEER Activity Center	89, 237
S	
Sacred Heart Health Center	
Sacred Heart Village	
Saints Home Health Care	
Salvation Army	
Salvation Army Senior Center	
SCADA (State Chapter for ADA in DE), UCP of Delaware	
SCAT (Senior Citizen Affordable Taxi)	
Screening For Life, Delaware Division of Public Health	180
Seaford Center	38, 206
Seaford District Library	43
Seaford Meadows Apartments	138
Seasons Hospice	11
Self Help for Hard of Hearing People	230
Sellers Senior Center	87, 236
Senior Centers	233
Senior Community Service Employment Program	77
Senior Companion Program	42,49
Senior Helpers	111, 115
Senior Partner, Inc	48
Senior Reflections Elwyn Delaware	18
Senior Rollcall Lifeline	5 ⁻
Senior Services Nutrition Program	146
SEPTA	247
Serenity Gardens	36
Service Corps of Retired Executives (SCORE)	214, 254
Shadygrove II. III	138

Shipley Manor Assisted Living	36
Shipley Manor Health Center	202
Siegel Jewish Community Center	87
Silver Lake Center	202
Silver Lake Estates	136
Silverhill Construction	15
Sisters on a Mission	214
Slaughter Neck CHEER Activity Center	89, 237
SOAR (Survivors of Abuse in Recovery)	58
Social Security and Supplemental Income (SSI)	98, 238
SODAT Counseling and Evaluation Center	31
Somerford House and Somerford Place	37
South Coastal Library	43
South Wilmington Senior Adult Program	86, 234
Special Needs Alert Program (SNAP)	72, 181
Spencer Apartments	136
Spina Bifida Association	214
Sports and Athletics	
St. Anthony's Senior Center	
St. Francis Care Center at Brackenville	
St. Francis Home Health Care	
St. Francis Hospital	
St. Francis Skilled Nursing Facility	
St. Patrick's Center	•
St. Patrick's House	
St. Peter's Adult Center	
State Board of Pharmacy	
State Council for Persons with Disabilities (SCPD)	
State Human Relations Commission	
State of Delaware 911 Emergency Information Form	
State Street Assisted Living	
Statewide Association of Tenants	
Statewide Coalition for the Americans with Disabilities Act (SCADA)	
Statewide Information and Referral Service	
Statewide Transit	
Steele's Home Health Care	
Stockley Center	
Stonegates	
Stroke Support Group	
STS (Speech to speech)	
Substance Abuse and Mental Health Services Administration (SAMHSA)	
Sunrise Assisted Living of Wilmington	
Supplemental Nutrition Assistance Program (SNAP)	
Support Groups	
Supporting KIDDS	
Supportive Care Services	
Sussex County ATRC	172



vietnam vets	
Villas at Milford Crossing	136
Villas I and II	
Vinings at Christiana (The)	136
VIP's (Visually Impaired Persons) Support Group	240
Virginia Crest	138
Vitas Hospice	117
Vitas Innovative Hospice	112
Volunteer Resource Center	254
Volunteerism	249
VSA Arts of Delaware	218
W	
WCCNPAC	126
Web Sites	
Well Spouse Association	
Wellness Community	
Wells Fargo Mortgage Company	
Wellspring Farm, Bellevue State Park	
West Center City Adult Center	
•	•
West Side Health Services	
West St. Manor and Annex	
Westminister Village Health Center	
Westminster Village	
Weston Adult Day Care	
Wheelchair Getaways	
Wheelers	
Widener University	
Williamsburg Manor	
Wilmington Hospital	
Wilmington Hospital Dental Clinic	
Wilmington Hospital Health Dept.	
Wilmington Housing Authority (WHA) Facilities	
Wilmington Senior Center	
Wilmington Vet Center	
Wilmington Veterans' Outreach Center	
Windsor Apartments	135
Windsor Place	37
Women Veterans Health Center	182
Women's Resource Center	41
Woodlea Apartments	136
Woodlea Elderly Apartments	88
World Institute on Disability	
WSFS Bank	
Υ	
Yes You Can	210
YMCA	
Your Own Home LLC	
1001 0111 IOIII0 EEO	

Index of Advertisers

AARP	21
Absolute Home Health	102
Addus Healthcare	106
American Mobility	300
Aston Home Health	104
Bayada Nurses	103
Bayhealth Medical Center	184
Beebe Medical Center	185
BlueCross BlueShield of Delaware	173
Brandywine Senior Living	207
Cadbury at Lewes	205
Cadia Rehabilitation	6
CARE Delaware	39, 147, 232
Choices for Seniors	115
Christiana Care Evergreen Center	19
Christiana Care Visiting Nurse Association	105
Christiana Care Wound Care Center	170
City Fare	85
Comfort Keepers	108
Compassionate Care Hospice	109
Compassionate Home Care	113
Decisions 4 Life	45
Delaware Aging Network	142, 143
Delaware Health Care Facilities Association	4
Delaware Hospice	107
Delaware Money Management Program	80, 255
Delaware Partners of Senior Medicare Patrol	53, 60, 189, 251
Delaware State Housing Authority	119
Developmental Disabilities Council	
Easter Seals	171
Eden Rock	34
ELDERinfo	191
Elwyn Delaware	
Five Star Senior Living	Back Cover

Foster Grandparent Program	73, 249
Fox Rehabilitation	
Franciscan Care Center at Brackenville	203
Generations Home Care	Inside Front Cover
Genesis Health Care Short Stay Care	199
Genesis Health Care Assisted Living	38
Gilpin Hall	197
Green Diamond Builders	12
Griswold Special Care	99
Home Instead Senior Care	101
IKOR	46
Independence Prosthetics-Orthotics	239
Ingleside Homes	
JEVS Supports for Independence	117
Jewish Family Services Care Management Services	47
Lawall Prosthetics & Orthotics	
Long Term Care Ombudsman Program	
Lutheran Senior Services	118
Medical Supply	114
Modern Maturity Center	
Molter Associates	
Nanticoke Health Services	
Odyssey Health Care of Wilmington	111
Pinnacle Rehabilitation & Health Center	182
Peninsula United Methodist Homes	
Quality Insights of Delaware	187
Real Life Prosthetics	174
Rehabilitation Consultants	172
Respite Services	231
Response Link	100
Rockland Place	33
Screening for Life Cancer Program	175
Senior Community Services Employment Program	76, 93
Spicer-Mullikin Funeral Homes & Crematory	52
State Street Assisted Living	37
Vitas Innovative Hospice	112
Windsor Place	36
WSFS Bank	129, 169



Guide To Services for Older Delawareans and Persons with Disabilities

2010-2011 Edition

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